

SUMMARY : Others would say that I have excellent interpersonal, verbal, written, and language skills. In addition, I am noted for being highly flexible; am able to handle constant change and interruptions. I have more than ten years working with customers, I have attentive people skills and am able to sell products and retain customer satisfaction.

SKILLS:

COMPUTERS: Expert--Microsoft Word, Excel, PowerPoint. Macintosh Products, Service, Software.
-- PC Set Up & Software/Hardware Installation.
-- Maintenance & Repair of PC/Mac Computers.

RETAIL: Customer Service, Sales, Stocking, Cashier, Merchandise Product and Custodial.

EXPERIENCE:

BROADBAND INTERNET: INSTALLS

2022-2023 Current Astound Broadband

Port Hadlock WA

Install Cable Internet
Drive Van to Service Location
Keep track of Inventory
Customer Service

CELL PHONE SALES: SALES

2019-2020 Verizon/Victra

Port Townsend WA

- Cashier duties
- Sales and Customer Questions answered
- Stocked shelves, Inventory Count,

COMPUTER REPAIR: RETAIL COMPUTER SALES/REPAIR

2016-2017 Hadlock Computer services

Port Hadlock WA

- Computer Sales and Repair/Install/Upgrade Hardware and Software known Issues
- Apple Macintosh and PC Computers.
- Sales and Customer Questions answered.

SALES: CONSUMER ELECTRONICS

2010-2011 Radio Shack

Tumwater WA

- Customer service: greet & assist customer with questions, locating product & describing or demonstrating features.
- Performed cashier duties: process cash, credit cards or checks; write up merchandise holds & assist customer to vehicle to load large or heavy purchases.
- Stocked shelves; set up merchandising advertising displays & keep store in clean condition.

SALES: BUSINESS SALES

2007-2008 Apple Computers

Lynnwood WA

- Worked from customer list with information regarding size of company/school/college; product needs/ volume/capacity & financial parameters.
- Set up appointments with potential customers to discuss bulk packages.
- Met with customer: discussed costs/discounts/wholesale prices; answer questions about product details & other according to individual inquiries.
- Drafted sales contract & arranged payment.

COMPUTER SERVICE TECHNICIAN: CONSUMER ELECTRONICS

2006-2007 Best Buy-Geek Squad

Everett WA

- Performed customer service duties: assisted customers with locating products, discussed features, answered questions & informed them of products that would meet needs & budget.
- Closed sales.
- Carried out cashier duties.
- Managed software installation, repairs & other technical problem-solving at the Geek Squad counter.
- Scheduled Geek Squad service over the counter.

EDUCATION

Expected Bachelor's Degree 2023	The Evergreen State College Computer Science	Olympia WA
A.A.S. Degree June 2006	Lake Washington Technical College Electronics Technician Degree IPC-A-610 Certification program	Totem Lake WA
Certificate of Completion December 2005	Lake Washington Technical College Automated Manufacturing	Totem Lake WA
Certificate of Completion June 2006	Lake Washington Technical College Digital Electronics	Totem Lake WA
High School Diploma	Shorewold High School	Shoreline WA