David Michael Boulay-Beadle (m)

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# Work History

IT support, Client Services

Vesigo Studios - Medford, OR

November 2019 to Present

Client Services rep for cloud-based software company. Work directly with business owners to manage their accounts. Report directly to management with issues or other various reports.

**Responsibilities:**

Troubleshoot problems in proprietary software and general user PC hardware to provide best possible solutions

Understand client needs and provide training on how to use certain features

Accurately log all contacts with clients

Create and manage support tickets

Work with management/development to troubleshoot issues and verify resolutions, documenting all steps and processes

**Knowledge:**

Understanding of Windows XP/Vista/7/8/8.1/10 OS

Understanding of computer hardware and software (BIOS, Memory, CPU socket compatibility, device drivers, etc etc.)

PC utilities and troubleshooting methods on Windows OS

Networking basics and fundamentals

SQL basics and fundamentals of relational database

SQL queries

Reporting tools (Crystal/SQL)

HTML/CSS/JS

Microsoft office applications

Actively pursuing CompTIA A+, Net, CompSci through WGU

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Business Development Representative

Better Business Bureau - Boise, ID

June 2018 to November 2018

Sales representative responsible for pursuing and prospecting leads (businesses and business owners) in CRM. I make upwards of 100 dials a day and hold an average of 3 hours of talk time of the phones with business owners going over the accreditation benefits and their commitment to the BBB.

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Customer service rep and Mentor for new hires

HPE, Boise

November 2016 to June 2018

Worked CSR under HPE Contract - now DXC. Inbound contact center agent. Responsible for customer service over phone and email support, and computer literate for multiple internal software platforms. Exceeded customer service and QA site standards consistently. Mentored and trained new agents for on boarding, designed innovative improvement plans and coached agents on how to perform their duties.

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Sales and Signups

HPE, Boise - Boise, ID

November 2016 to June 2018

CSR and sales representative for inbound customer phone calls. Account management and plan sales for internet/ TV service packages. Worked billing and payments. Mentored new-hire classes in T0 calls, sales and signups mostly.

CSR

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HPE, Boise

July 2016 to June 2018

CSR responsible for chat and email for multiple accounts. Simultaneously worked 2+ Accounts regularly throughout a workday. Handled email support for inbound inquiries. Close attention to detail.

Education

# Western Governors University

Attended 2023 to present

Primary focus - Computer sciences

# Boise High School

Graduated 2013

GPA 3.0

Primary focus - Math

### Other

HTML/CSS/SCSS/JS/React/Angular

Website design and programming

Networking (DNS, internet protocols and config)

SQL

Windows OS

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