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# ALEXANDER BARPAL

## SKILLS

- INFORMATION TECHNOLOGY
- CUSTOMER SERVICE
- MULTI-LINE PHONE SYSTEMS
- CLASSROOM ASSISTANCE
- COMPUTER HARDWARE AND SOFTWARE TROUBLESHOOTING
- UNDERSTANDING OF PROGRAMMING FUNDAMENTALS

## PROFESSIONAL REFERENCES

DEBORAH CURTIS  
HEAD OF CUSTOMER SERVICE  
SACANIME  
SACRAMENTO, CA  
(530) 485-2891  
[DEBORAHKAYCURTIS@GMAIL.COM](mailto:DEBORAHKAYCURTIS@GMAIL.COM)

ROBERT VANWINKLE  
INFORMATION TECHNOLOGY  
CONSULTANT EXPERT  
CALIFORNIA STATE UNIVERSITY- SACRAMENTO  
6000 J STREET SACRAMENTO,  
CA 95819  
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## EXPERIENCE

AUGUST 2021 – CURRENT

CLASSROOM TECHNOLOGY SUPPORT, CSU-SACRAMENTO

- ASSISTED CALLERS IN TROUBLESHOOTING PROBLEMS WITH CLASS TECHNOLOGY SUCH AS PROJECTORS, WINDOWS DESKTOP PCS, PROFESSIONAL AUDIO EQUIPMENT, AND EXTRON AV EQUIPMENT.
- RESPONSIBLE FOR COLLABORATING ON LARGE PROJECTS, INCLUDING UPGRADING AND DATABASING CLASSROOM TECHNOLOGY, AND MEDIA TRANSFERS FROM ONE VIDEO HOSTING WEBSITE TO ANOTHER.
- CREATED A SYSTEM TO HELP AUTOMATE THE PROCESS OF MEDIA TRANSFERS TO HELP COMPLETE THE PROCESS MORE QUICKLY AND WITH FEWER USER ERRORS. THIS WAS DONE USING UIPATH AND INCLUDED A DOWNLOAD AND UPLOAD PROCESS BOTH OF WHICH HAD A BUILT IN ERROR HANDLING AND NOTIFICATION SYSTEM.

AUG 2018-JUNE 2019

IT SUPPORT, PLACER HIGH SCHOOL

- ASSISTED IT MANAGEMENT IN TROUBLESHOOTING PROBLEMS FOR BOTH STUDENTS AND TEACHERS.
- EXPERIENCE WORKING WITH VARIOUS ONLINE PLATFORMS SUCH AS GOOGLE CLASSROOM, OFFICE 365, AND GOOGLE SUITE.
- PERFORMED COMPONENT LEVEL REPAIR OF LAPTOPS AND DESKTOP COMPUTERS, AS WELL AS RE-IMAGING REPAIR COMPUTERS

AUG 2020-CURRENT

CUSTOMER SERVICE, SACANIME

- INFORMED CUSTOMERS ABOUT BILLING PROCEDURES, PROCESSED PAYMENTS AND PROVIDED PAYMENT OPTION SETUP ASSISTANCE.
- DELIVERED SERVICE AND SUPPORT TO EACH CUSTOMER, AND ESCALATED CUSTOMER QUESTIONS AND CONCERNS WHERE NECESSARY.
- CULTIVATED RELATIONSHIPS WITH CUSTOMERS AND HELPED DRIVE SALES BY DELIVERING PRODUCT KNOWLEDGE.
- DE-ESCALATED PROBLEMATIC CUSTOMER CONCERNS, MAINTAINING CALM, FRIENDLY DEMEANOR.

## EDUCATION

AUG 2016-JUNE 2020

HIGH SCHOOL DIPLOMA, PLACER HIGH SCHOOL

AUG 2020-CURRENT

COMPUTER ENGINEERING, UNIVERSITY OF CALIFORNIA- SACRAMENTO