




# XENIA DENOYER

## TECHNICAL SUPPORT SPECIALIST

### CONTACT

-  (816) 500 - 8910
-  xeniadenoyer@gmail.com
-  Phoenix, Arizona

### EXPERTISE

- HTML, CSS, JavaScript, React Native, Python, C#, Java, and C++
- Technical Support
- Troubleshooting
- Communication Skills
- Customer Service
- Microsoft Office
- Time Management
- Project Organization
- Freshdesk
- GitHub
- HubSpot

### AWARDS

- **Futurist Scholarship**, University of Advancing Technology
- **Production Studios Leadership Award**, University of Advancing Technology
- **President's List**, University of Advancing Technology, Fall 2022 - Spring 2024
- **Most Market Viable**, UAT Fall 2023 SIP Showcase
- **Brook Cayce Award**, UAT Spring 2024 Semester Awards

### EDUCATION

#### University of Advancing Technology

SEPTEMBER 2021 - MAY 2024

Bachelors of Science in Computer Science  
Honors Graduate  
GPA: 3.95

### WORK EXPERIENCE

#### ComQi Inc., Phoenix, AZ

SEPTEMBER 2024 - PRESENT

##### Help Desk Agent

- Provided first line technical support to clients for digital signage software via phone, email, and other remote software.
- Guided on-site technicians and clients through troubleshooting on hardware, software, and network issues.
- Utilized Freshdesk to log, track, and resolves tickets in a timely manner.

#### University of Advancing Technology, Tempe, AZ

MAY 2023 - APRIL 2024

##### Student Ambassador and Tour Guide

- Established exceptional interpersonal and communication skills by actively engaging with prospective students during phone calls, campus tours, and various events.
- Proficiently leveraged Microsoft Office tools to streamline communication and collaboration within the student ambassador team and with university departments.

#### Grab the Axe, Phoenix, AZ

JANUARY 2023 - AUGUST 2023

##### Intern Project Lead

- Managed a small team of developers and marketers to create an AI assistant, website, and marketing campaign for the Gathering of the Ghouls convention, held in August 2023.
- Coordinated and assisted the development of the official Grab the Axe website, resulting in a 30% increase in site traffic, a 35% improvement in SEO placement, and a 25% boost in conversion rates.
- Assigned tasks and collaborated with team members to ensure we met milestones on time.