Alec J. Davidson

alecjdavidson@outlook.com • Indianapolis, IN • 317-919-8714 • Linkedin: /in/alecjdavidson

WORK EXPERIENCE

Defenders   **Jun. 2020 – Present**
Customer Support and Sales Agent   *Indianapolis, IN*
- Customer relationship management using CRM software.
- Tier 1 help desk customer issues resolution.
- Maintain assigned account bases while developing new accounts.

Nintendo   **Oct. 2019 – Feb. 2020**
Seasonal Field Support Rep   *Indianapolis, IN*
- Prepare and submit sales contracts for orders
- Visit establishments to evaluate needs or to promote product or service sales.
- Maintain customer records, using automates systems.
- Answer customers' questions about products, prices, availability, or credit terms.

Wireless Express   **Feb. 2015 – Jul. 2019**
Sales and Service Manager   *Indianapolis, IN*
- Troubleshoot and find hot-fixes and workarounds for our retail management systems.
- Tier 1/2 help desk employee and customer issues resolution.
- Direct and coordinate activities involving sales of manufactured products and services.
- Resolve customer complaints regarding sales and service.
- Review operational records and reports to project sales and determine profitability.
- Oversee regional and local sales managers and their staffs.

EDUCATION

Ivy Tech Community College   **May 2020**
Associate of Applied Science, Computer Science   *Indianapolis, IN*
Dean's List – 4 Semesters
Relevant Coursework: Systems Analysis & Design, Project Management, Database Design & Management, Database Server Installation, Database management, Cyber Security, .Net Framework
- Developed an application that allows users to input and retrieve student grades using .Net and MSSQL.
- Developed a blog website using Python and Django.

SKILLS & PASSION PROJECTS

- Familiar with Windows, Mac OS, Linux, Git, MySQL, Visual Studio, CRUD, OOP, REST, and MVC.
- Developed a Python script to capture Facebook engagement data and export it to a spreadsheet.
- Developed some mobile applications using the Flutter framework such as a dice game, magic 8 ball, xylophone, and Macho Man Soundboard.
- Designed and 3D printed headphones that are fully customizable and fit 40mm drivers.
- Revived a broken gaming console by fabricating customer internal components and installing a Raspberry Pi Zero W