ALEX THOMPSON

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ABOUT ME

I am ambitious and motivated with an outstanding academic track record. I have a passion for helping others, being a great creative thinker, having excellent people skills and a strong work ethic. Currently seeking to apply my outstanding Computer and Customer Service skills at a great company.

EDUCATION

Bachelor of Computer Science Degree
Charleston Southern University
North Charleston, SC
(Expected graduation date 2024)

High School Diploma with Honors
Ashley Ridge High School
Summerville, SC

KEY SKILLS

Advanced Computer Software and Hardware
Customer Support
Microsoft Office
Hardware and Software Installation
Tech Support
Troubleshooting

EXPERIENCE

2018 - Present
Computer Tech Specialist • Self Employed
- Conducted customer support with programs Discord, Zendesk, and support ticket systems within a gaming and software space.
- Built PC hardware and installed software.
- Conducted troubleshooting for PC technical issues.
- Handled Customer Support via phone, video, and text.

2017- 2018
Certified Lifeguard • North Charleston Recreation Department
- Oversaw swimmers daily, identifying emergencies, delivering support, and ensuring compliance with all safety policies and procedures.
- Utilized medical supplies and equipment to examine injured persons and administer first aid/cardiopulmonary resuscitation.

AWARDS & CERTIFICATIONS

- Upsilon Pi Epsilon Award for Computer Science
- South Carolina Palmetto Scholars Award

- CompTIA Cloud Essentials Certification
- Red Cross Lifeguard Certification
- CPR/ First Aid/AED Certification

REFERENCES

References available on request