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# BENJAMIN PAULAT

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## PROFESSIONAL SUMMARY

Detail-oriented with experience in telecommunications, problem solving and customer service. Troubleshoots highly technical issues with ease and patience. Focused on efficiency and achievement. Goal-oriented multi-tasker who excels as a team leader.

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## SKILLS

- Experience with Windows 2008 R2 and Windows Server 2012
  - Trained in networked device configuration
  - Basic training of Active Directory domain architecture
  - Fast learner
  - Analytical problem solver
  - Excellent attention to detail
  - Skilled at mediation
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## WORK HISTORY

### VIRTEVA

*Service Desk Analyst | Minneapolis, MN | March 2017 - Current*

- Communicated professionally and succinctly to business clients, coworkers, and management
- Provided direct customer facing support for technical and office application issues
- Documented all calls with precise and organized tickets reflecting all information relevant to the subject
- Used error logs and customer reports to diagnose issues and implement resolutions
- Multi-tasked with regimented time management in a high stress environment

### ALLIANCE ONE

*Collection Agent | Eagan, MN | July 2016 - April 2017*

- Discussed and analyzed customers financial situation
- Assess customers budget to resolve debt
- Operated in telecommunication environment
- Mediated and worked through customers hardships

### RETRAX LLC

*Display Assembly Technician | Grand Forks, ND | May 2013 - June 2016*

- Lead assembly team in meeting daily shipping orders
- Organized work orders in Windows Server 2008 R2 environment
- Collaborated with management to complete shipping orders
- Resolved issues with non-conforming and malfunctioning parts
- Analyzed and improved work environments to improve production.