

**Dylan Cox**  
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## Professional Overview

Mr. Cox has qualified himself as a technical problem solver in his educational and professional activities with deep experience in customer service orientation. Mr. Cox has over 8 years of experience identifying, diagnosing, and resolving network, software, and hardware issues.

Roles	<ul style="list-style-type: none"><li>• Promoter/Manager</li><li>• Floor Sales Representative</li><li>• Computer Repair Technician</li><li>• Software Developer</li><li>• Support Representative</li><li>• Warehouse Crew Member</li></ul>
Solutions	<ul style="list-style-type: none"><li>• Customer Service</li><li>• Computer Repair</li><li>• Custom Web Applications</li><li>• Local Area Networks</li><li>• Virtual Private Servers</li></ul>
Industries	<ul style="list-style-type: none"><li>• Music</li><li>• Retail</li><li>• Technical Support</li><li>• Storage</li></ul>
Technologies	<ul style="list-style-type: none"><li>• Microsoft Operating Systems</li><li>• Linux Operating Systems</li><li>• Networking</li><li>• Java, Python, C++</li><li>• HTML5, CSS, Javascript</li><li>• Windows Powershell</li></ul>

## Key Engagements

Retail	Computer Repair	Assessed malfunctions of hardware and procured and installed parts, configured software and hardware to establish connectivity to the network.
Entertainment	Promoter/Manager	Directed and developed press packages and demo tapes, employed social networking, and secured and negotiated venues for musical bands.
Technology	Support Technician	Provided support for customers worldwide by troubleshooting and resolving virtual private server issues. Write scripts to automate repetitive tasks more quickly and efficiently.

<b>Education</b> <ul style="list-style-type: none"><li>• Murray High School 2013</li><li>• Utah State University Associate of Science 2017</li></ul>	<b>Geographic locale</b> <ul style="list-style-type: none"><li>• Logan, Utah. Able to relocate</li></ul>
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## Professional and Business Experience

### **Xytronix Research and Design**

#### **Customer Support - Support and Production Technician**

Nov 2015 - Present

Communicate to troubleshoot and resolve customer issues.

##### Responsibilities

- Troubleshoot and solve customer technical issues.
- Write scripts to assist customers.
- Inspect hardware for Quality Assurance.
- Solder and program hardware.

##### Value

- Ability to work in a team to accomplish a common goal.
- Effectively communicate to understand customer issues.
- Able to think critically to solve complicated problems.
- Learned new programming languages such as Lua and BASIC.

### **Genesis Adaptive**

#### **Customer Support - Support Technician**

July 2012 - Nov 2012

Communicate effectively to ensure customer satisfaction

##### Responsibilities

- Provide live chat support to clients all over the world.
- Manually apply hardware upgrades to virtual servers.
- Create and configure reverse-DNS records.
- Ensuring remote accessibility for clients.
- Escalate support tickets appropriately.

##### Value

- Learned to effectively communicate regardless of language barrier.
- Learned basic networking and customer support abilities.
- Showed discipline and self-motivation with telecommuting work schedule.
- Used Microsoft software and Kyako Desktop.

### **Contract Work**

#### **Computer Hardware - Technician**

Oct 2005 - Present

Troubleshoot and fix problems related to computer hardware and software.

##### Responsibilities

- Listen attentively to customer complaints.
- Assert trouble-shooting disciplines to find the problem.
- Procure and install, when applicable, necessary hardware and software.
- Walk through user acceptance testing of all resolutions.
- When possible, trained customers how to resolve computer problems.

##### Value

- Maintained a solid record of customer satisfaction.
- Increased my own skill set as well as that of my customers.
- Saved customers unnecessary expenditures.