

# Bryce Lindley

## Professional Summary

Effective and strategic Support Engineer skilled in resolving issues within different computer components and network related IT problems. Passionate about innovation and diversity & inclusion.



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## Experience

### IPRO - Technical Support Engineer

Tumwater, Washington - Remote

March 2022 - Current

- Advanced understanding of workflow and troubleshooting.
- Well versed with troubleshooting techniques, workflow scenarios, developing and documenting resolutions, and working to resolve issues for IPRO clients.
- Met or exceeded expectations per month with a high level of customer satisfaction.
- Fostered trust and credibility with stakeholders by giving live demonstrations and answering technical questions.

### MeasureSquare - Software Sales

Tumwater, Washington - Remote

June 2021 - November 2021 (Contractor)

- Met with existing prospects to discuss business needs and recommend optimal solutions.
- Created brand identity through marketing to prospects
- Effectively demonstrated product features and competitive advantages for software among competition.
- Achieved monthly sales goals by promoting product benefits enrolling new clients.

### Overstock - Partner Escalations

Olympia, Washington - Remote

July 2020 - April 2021

- Managed accounts affiliated with Overstock by answering client queries with 100% satisfaction surveys
- Provided coaching for new hires and seasoned employees with a slack channel and optional mentoring
- Promoted within 2 months and managed corporate transactions, coordinating document flow and logistical preparation for complex transactional closings.

### Mozilla - Technical Support

Boise, Idaho - Remote

March 2019 - July 2019

- Evaluated customer issues and trends to determine areas in need of improvement and implement proactive corrections while gathering beta feedback through market analysis.
- Multitasked to handle diverse customer needs in high-volume settings, prioritizing tasks to keep up with challenging deadlines.

## SKILLS

Collaborative Team Player

GitHub

Tracking and Documentation

Jira & Java

Help Desk Support

Excell

Writing Skills

## Education

University of Oregon

Eugene, Oregon

Bachelors of Science: Sociology

Grow With Google Challenge  
Scholarship

## Certifications

Udacity - Android Basic

Nanodegree by Google

LinkedIn - Learning Java

## Volunteerism

Coding Nomads Volunteer Java  
Mentor