

# Calvin Turner

Atlanta, GA 30324

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## Profile

Passionate, self-driven & knowledgeable I.T. professional who excels at providing outstanding customer support, great communication skills, upgrading/configuring operating systems & antivirus software programs. Knowledge of numerous professional software programs and remarkable capability to work in teams. Currently a student at Georgia Tech in the Full Stack Developer Boot Camp where I'm learning various programming languages.

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## Education

<b>Kennesaw State University</b>	Kennesaw, GA	B.S. Information Technology
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<b>Georgia Tech University</b>	Atlanta, GA	Currently enrolled
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### Technical Support Specialist Tier 2| Callrail - Atlanta, GA|Nov 2020 - Present

- Troubleshoot customers account via zendesk.
- Educate myself weekly with company and product updates in confluence and zendesk, support documents.
- Document customer issues and steps taken.
- Provide input for troubleshooting scripts and diagnostic tools.
- Communicate and assist my peers in zendesk.
- Properly code trouble tickets using Ticket classification Guidelines.
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### Technical Support Specialist| Samsara Network - Atlanta, GA|Oct 2019 - May 2020

- Provide support for Fleet Services and Industrial Services via email, chat, and phone support.
- Troubleshoot Vehicle Gateways, Asset Gateways, and Dual Facing Cameras by rebooting, running commands, and reconfiguring the cabling.
- Assisting customers with user-facing dashboard issues and navigation.
- Assisting customers with Application Integrations. Enabling feature flags.
- Using JIRA to research active/resolved engineering issues.
- Using zendesk to maintain communication with administrators and drivers.
- Flagging possible organizational issues.

### Community Associate| Lyft -Atlanta, GA| Dec. 2018 - Oct 2019

- Manages 2,000 drivers in Metro Atlanta and direct them to meet week by week objectives
- Guide over 90 drivers daily through events via phone and email
- Educate drivers about policies and standard operating procedures and best practices in the Atlanta Market
- Maintains inventory, maintains and the status of vehicles in fleet
- Resolves and executes zendesk ticket issues day by day pertaining discrepancies with driver account and vehicle information
- Training new Community Associates on onboarding procedures and driver support issues.
- Managed communications for Lyft driver events, including mass SMS messaging, event webpages, and email campaigns.
- Maintained one of the highest numbers of drivers served from month to month.

### Helpdesk Specialist| Weissman -Atlanta, GA| June 2017 - Feb 2018

- Provided users with level I and Level II support in a corporate environment for 500 employees
- Internship to full-time employee role
- Provided application support (perspective content, Outlook 2013, Office 2013)
- Set up new hire profiles using Microsoft exchange and active directory and configured and setup computers, peripherals and phones for new users or migration to new equipment
- Hardware support - memory upgrade, Installed and troubleshot local and network printers
- Answer user inquiries regarding computer software or hardware operation to resolve problems
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software

### Help Desk Intern| Appetize - Atlanta, GA| Jan 2017- May 2017

- Assisted clients with technical support via ticket, chat and phone calls
- Analyzed transactions for technical discrepancies
- Documented customer information and detailed problems descriptions, diagnosis, and resolution
- Followed-up with clients to assure their issues didn't persist

### **Cashier| Amazon – Whole Foods, INC - Atlanta, GA| Sept 2016- Dec 2017**

- Provided impressive customer service.
  - Hands-on experience in accepting payments from customers on POS
  - Excellent verbal and written communication skills
  - Proven record of using the right process for cash, credit cards, or other types of payment
  - Collect carts in various climates in timely manner
  - Memorize PLU's for various products
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## **Skills**

### **CORE COMPETENCIES**

Zendesk ticketing system

Manage Active Directory • Desktop support and computer repairs

Programming: HTML, CSS, Javascript, Github, node.js, express.js