

# Rikk Harrod

691 Irwindale Ave • Las Vegas, NV 89123  
raiye@gmail.com • Phone: (702) 793 7223

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## SKILLS

Troubleshooting, Focused Testing  
Detailed Technical Documentation  
Clear, Concise Communication  
Ownership, Project Management  
Problem Solving  
Team Management  
Independent Research Capability  
Disciplined Remote Worker  
High Professional Standard  
HIPAA Knowledge

## CHARACTER

Communicative  
Collaborative  
Sociable  
Optimistic  
Direct  
Quick to learn  
Productive under pressure  
Resourceful

## MASTERY

Windows and OSX Operating Systems  
SmartSheets  
Slack  
Zoom  
Google Workspace (G Suite)  
Remote Desktop  
Microsoft Office Suite  
Microsoft Outlook  
Microsoft Teams  
Microsoft Excel  
Microsoft Manual of Style  
MLA, AP, Chicago Manual of Style  
Learning Management Systems  
Python  
HTML5  
XML

## EXPERIENCE

### IT COORDINATOR • MAXIMUS

Oct 2020 – Oct 2021 • REMOTE

- Assisted dozens of users daily in email, Zoom, and Microsoft Teams correspondence to resolve technical issues, ranging from network/service interruptions, authentication issues, hardware troubleshooting, and other PC issues that impeded a user's ability to work efficiently.
- Directed efficient ticket flow processes through SmartSheets to monitor and report on trends, identify emergent issues, and manage incoming, resolved, and closed tickets in a timely manner.
- Investigate reports of employees that have been suspected of non-compliance of cybersecurity standards and work avoidance. Compiled reports for further review by operations and management.

### ENERGY CSR • TESLA

Feb 2020 – June 2020 • LAS VEGAS, NV

- Diagnosed complex issues with the Tesla solar panel system, bringing a quick resolution to customer blockers with a minimum of on-site service team deployments.
- Processed payments and helped consumers interpret electrical bills to understand how their solar installation was helping them save money. De-escalation frequently needed.
- Coordinated service follow-ups for faulty system hardware. Made sure to completely follow an issue to a confirmed resolution, up to and including contacting a customer after a service rollout was completed to check satisfaction.

### LICENSED INSURANCE AGENT • USAA

Oct 2016 – Feb 2019 • LAS VEGAS, NV

- Maintained 90% satisfaction rate from assisted members after completed calls.
- Efficiently maintained customer accounts by recording information accurately and following business and state requirements.
- Maintained property and casualty license requirements.

### TIER 2 REPRESENTATIVE • SCEA

Also known as Sony Computer Entertainment of America

Sept 2012 – Oct 2016 • LAS VEGAS, NV

- Effectively managed 200-300 incoming escalated consumer contacts weekly as a supervisor.
- Handled tech support issues for PlayStation hardware that others were unable to resolve, aided in documenting fixes for new issues in an internal knowledgebase for future reference.
- Took ownership of problems related to high level account administration, such as bans related to account name changes, refunds, and other issues