

Alec Miles

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(360) 712-1451

*Information Technology, Customer Service,
Sales*

Mobile Device Consultant-

AT&T

April 2020- Present

- Provide excellent customer service to multiple customers in a high volume environment
- Solve customer issues with various forms of technology including but not limited to; cell phones, tablets, Mac products
- Explain inter workings of devices in layman's terms to customers, help them decide on plans, educate about software systems and how to fix errors.

IT Support Technician-

Quinault Indian Nation

October 2017- March 2020

- Provided step by step technical support to staff in various departments via Helpdesk ticketing system and in person communication
- Troubleshoot and analyze computer hardware, repairing when needed
- Designing and updating company website using coding languages such as HTML, CSS, JavaScript, and Python
- Actively update, maintain and monitor all aspects of computer networks

Desktop Support Technician Supervisor-

ATG Stores

October 2013 - September 2017

- Installing, diagnosing, repairing, and maintaining all organization Software/hardware and equipment while ensuring optimal workstation performance
- Analyze and troubleshoot computer system and servers
- Document all upgrades and modifications to user systems
- Manage employee Helpdesk requests for system errors, onboarding questions, payroll changes, order issues, etc
- Supervise other Helpdesk employees and train on ticketing system

Freelance Tech Support-

Self Employed

September 2013 - Present

Employ self by offering tech assistance to customers in a freelance basis including but not limited to:

- Windows software set up and troubleshooting
- Linux coding and installation
- Mac OS help
- Modding and rooting cell phones and game consoles to run other programs
- Programming and troubleshooting printers and other office devices

Detailer -

Rainy Day Trucking

September 2009 - September 2013

- Cleaned vehicle interiors and exteriors in compliance with all company standards and client requests.
- Operated buffers, steamers, hoses, vacuums, and other equipment to meet service expectations.
- Used cleaning, protective, and restorative agents to maintain and enhance the appearance of vehicles.
- Performed inspections
- Managed inventory and reorder supplies.
- Respond to client inquiries and fulfill their requests.

Education -

University of Kansas: *BS, Businesses Analytics*

Hoquiam High School: *General studies, HS diploma*

Skills:

- Proficient in Windows, Linux, Mac OS, Microsoft, and Chrome OS software and Google based applications.
- Familiar with Golang, Kubernetes, JavaScript, Python, and other coding languages.
- Able to quickly learn new systems and processes.
- Many years of giving excellent customer service to diverse clientele.
- Familiarity with setting up and supporting conference software such as Zoom, GoogleMeet, Microsoft Teams, Slack, etc
- Proficient in Salesforce and ActiveDirectory (including best practices and troubleshooting)

- Proficiency MS Sharepoint, Exchange, 0365, Teams