

DANIEL HARVEY

IT HELP DESK SUPPORT 📍 LAS VEGAS, 89135, UNITED STATES ☎ 253-282-6122

◦ DETAILS ◦

Las Vegas, 89135
United States
253-282-6122
danielharvey27@gmail.com

◦ LINKS ◦

[Portfolio Website](#)

◦ SKILLS ◦

Customer Service
Remote Experience
Windows & MacOS
Communication Skills
Fast Learner
IT Support
HTML/CSS

👤 PROFILE

○ An ambitious remote support specialist seeking a technical role in a position with growth opportunity. Adept at leveraging communication and interpersonal skills to troubleshoot customer issues and resolve end-user needs. Highly motivated and trained in an array of modern computer technologies and digital software.

📁 EMPLOYMENT HISTORY

○ Technical Support Specialist at Ntootive Digital, Las Vegas (Remote)

October 2020 — September 2021

- Maintain daily records of interactions with customers
- Manage customer service inquiries quickly and efficiently
- Worked well in a fast-paced and rapidly changing environment.
- Communicated effectively using a variety of communication platforms.

○ Web Developer at Daniel-Harvey.com, Remote

October 2018 — Present

- Conceptualize creative ideas for new brands with clients
- Maintain and improve the design and code of client websites
- Establish design guidelines, standards, and best practices
- Work in a variety of content management systems
- Create web design plans and client website structure

⚙ COURSES

○ Google IT Support Professional, Coursera

○ CompTIA A+ (220-1101), Udemy

🎓 EDUCATION

○ Stadium High School, Tacoma

September 2009 — July 2013

- Graduated with high honors
- 3.8 GPA