

Spencer Schaefer

CONTACT



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SKILLS

- PROFESSIONAL
- Software troubleshooting and problem solving
- Phone and Email technical support
- Communication and interpersonal skills
- Account management
- Client needs assessor
- Consultative solution specialties
- Creative thinking skills
- Contract negotiation
- Business management

EDUCATION

Network and Server Admin | |
Information Technology
Seattle Colleges | North
Campus
Graduation June 2022

PROFESSIONAL SUMMARY

IT Technical Support Specialist, Tier 1

I am a personable and knowledgeable IT support technician. I am currently completing my network and server administration associates of science degree at North Seattle College. I am seeking to provide technical support as a Tier 1 tech engineer.

PROFESSIONAL EXPERIENCE

Driver

Lyft | Seattle, WA | June 2020 to Present

- Ensured that the customer reached their destination in a timely and efficient manner with 5.0 rating for 200+ rides.

Executive Service Consultant

Audi Seattle | Seattle WA | February 2016 to September 2018

- Managed client's expectations, noted concerns and generated a repair order.
- Ordered and tracked parts and ensured inventory met work levels
- Oversaw documentation of approved warranty claims and invoiced repairs
- Communicated with customers and informed of the status of their work order

Banquet Captain

Green Apple Events and Catering | Redmond, WA | March 2015 to March 2016

- Led team to ensure all of customers' expectations were met for large and small events
- Stocked and packed all items needed for events and ensured supplies were ready
- Coordinated team to ensure set up of events was smooth and anticipated any concerns
- Communicated event details to management and ensured all items were returned to warehouse