

TROY CARSON

Murrieta, CA ~ (951) 973-4257 ~ troydalecarson@gmail.com
<https://www.linkedin.com/in/troydcarson/>

HELPDESK SUPPORT ~ IT MAINTENANCE ~ TROUBLESHOOTING

Results-driven, highly-motivated **Junior Helpdesk Technician** highly regarded for skills in troubleshooting, IT management, end-user support, and customer communications. Proven track record of fielding and resolving complex customer inquiries while maintaining superior customer satisfaction in competitive markets. Respected as a motivational collaborator who guides team members in surpassing ambitious performance goals. Educational qualifications include a Google IT Support Professional Certification and forthcoming CompTIA A+ Certification. Out-of-the-box thinker committed to making continuous IT-related process improvements to enable growth.

SKILLS & EXPERTISE

Customer Service ~ Helpdesk Support ~ IT Management ~ Customer Relations ~ Communication & Collaboration ~ Troubleshooting ~ Hardware & Software Management ~ End-User Support ~ IT Maintenance ~ User Training ~ Asset Management ~ Patches & Upgrades ~ Installations ~ Process Improvement ~ Ticketing Management

CAREER HISTORY

QUALITY ASSURANCE ASSOCIATE & MODERATOR

2018 – 2019

SLICKDEALS: MURRIETA, CA

Served as a key point of user contact for the websites 10,000+ active users. Ensured the site's full functionality.

HIGHLIGHTED ACHIEVEMENTS & PROJECTS

- **Exceeded quotas** by applying best practices and improving individual operations.
- **Achieved a 100% satisfaction rating** during all customer interactions while assisting 100+ customers daily.

HIGHLIGHTED RESPONSIBILITIES

- **Responded to and addressed user concerns** on the site forum. Interacted directly with users through email and internal communication systems. Escalated customer concerns when appropriate.
- **Collaborated with a team** to meet the department's performance goals and deadlines. Fostered lasting professional relationships. Worked with moderators to handle user and legal issues.
- **Oversaw general site quality assurance** by editing posts to ensure each worked properly. Added and edited images to posts to increase engagement. Verified the accuracy of each deal via workflow.
- **Trained new employees** in company best practices to create a well-equipped workforce.

SWEEPER

2010 – Present

SELF-EMPLOYED: MURRIETA, CA

HIGHLIGHTED ACHIEVEMENTS & PROJECTS

- **Increased sales** by improving marketing strategies and attracting new customers.
- **Maintained a 100% customer satisfaction rating** by addressing all customer service issues.

HIGHLIGHTED RESPONSIBILITIES

- **Enter sweepstakes** online, by phone, and by mail. Identify new opportunities to increase revenue.
- **Complete freelance data entry** helping to maximize productivity goals.
- **Manage an online store** while achieving 100% positive feedback. Photograph and list items to attract customer issues. Package and ship items to customers across the country.
- **Maintain lasting professional relationships** through frequent contact with companies and clients.

ASSISTANT RECREATION COORDINATOR

2008 – 2009

CITY OF MURRIETA: MURRIETA, CA

Worked with the Recreation Manager to oversee the city's park activities facilities, sports leagues, fields, and customer communications. Supervised ancillary staff and volunteers during recreation events.

THE CITY OF MURRIETA (CONTINUED)**HIGHLIGHTED ACHIEVEMENTS & PROJECTS**

- **Increased customer satisfaction** by delivering superior customer service in every interaction.
- **Expanded league participation** by developing public awareness and interest in the league.
- **Achieved 12 consecutive months with zero incidents** after striving to improve park safety protocol.

HIGHLIGHTED RESPONSIBILITIES

- **Served as a primary point of customer contact** while resolving complaints and answering customer questions. Recommended techniques to better serve customers and referees that improved relations.
- **Organized city-sponsored leagues**, including sign-ups, match schedules, and sports equipment. Recruited new players by offering information about it and all of its advantages. Checked team rosters and monitored scores and games during game days. Supervised the league's referees.
- **Ensured the safety and functionality of park facilities**, including fields and restrooms. Monitored field conditions to ensure playability. Promoted the health and safety of everyone at the park.

CUSTOMER SERVICE ASSOCIATE

2009

EDWARDS CINEMA: TEMECULA, CA

Assisted 100+ customers daily with concessions, ticket sales, and general customer service issues.

HIGHLIGHTED ACHIEVEMENTS & PROJECTS

- **Contributed to the location's positive service rating** by answering customer questions and concerns.
- **Maximized team productivity** through collaboration during daily operations.

HIGHLIGHTED RESPONSIBILITIES

- **Prepared and sold food and beverages** and promoted combination orders and daily deals.
- **Served as a primary point of customer contact** and resolved customer concerns and complaints.
- **Maintained organization and cleanliness** while tidying and stocking concessions stands and restrooms.
- **Completed transactions** and handled the cash register, ensuring accurate processing.

EDUCATION & CERTIFICATIONS**Bachelor of Science (Candidate) – Cognitive Sciences**

University of California, Los Angeles, Los Angeles, CA

Associate of Arts – Liberal Arts with a Focus on Mathematics

San Jacinto Community College, Menifee, CA

CERTIFICATIONS: Google IT Support Professional Certificate, CompTIA A+ Certification (Candidate)

ADDITIONAL CREDENTIALS

| | |
|--------------------------------|---|
| TOOLS & TECHNOLOGY: | Microsoft Word, Microsoft Outlook, Google Docs, Google Drive, Google Calendar |
| AFFILIATIONS: | Affiliate Twitch Streamer |
| INTERESTS: | Building and repairing PCs |