

Galen Gilmore

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Profile

A customer-focused IT professional with a strong technical background and excellent written and verbal communication skills. I have found success across a wide range of fields by cultivating the following personal traits:

Confidence • Courtesy • Diligence • Integrity

Experience

ComputerCare

Offers warranty and non-warranty hardware repair and B2B IT solutions.

Computer Repair Technician

Seattle, USA • 01/2019 – Present

- Diagnosis and repair of desktops, laptops and mobile devices.
- Authorized Service Provider - Apple, Lenovo, HP, Toshiba.
- Lead onsite tech for Amazon, Google and Pinterest.

Interconnection.org

A non-profit organization which provides refurbished computers to underserved communities around the world.

Computer Repair Technician and Retail Store Lead

Seattle, USA • 10/2016 – 09/2017

- Performed hardware/software diagnosis and troubleshooting, OS Reloads, Virus Removals, Data Migrations, Computer Sales, Customer Service and Store Management including Authorizing Returns, Exchanges, and Pricing.
- Promoted to Store Lead within 6 months of hire date.
- Improved customer satisfaction through expert resolution of disputes, issues and concerns.

Thunderdog Delivery

A next generation same-day courier serving small businesses throughout the Greater Puget Sound.

Intercity Contract Courier

Seattle, USA • 03/2015 – 07/2016

- Met delivery deadlines through well-organized navigation of road and highway traffic, increasing output while trimming transport times.
- Properly represented the face of the company by adopting a professional and courteous demeanor with customers and the general public.
- Served the legal, real estate, construction, finance & healthcare industries.

Seattle Lighting

A lighting fixture and hardware supply company with over 100 years of history in Seattle.

Delivery Driver

Seattle, USA • 07/2013 – 02/2014

- Managed demanding delivery schedule while maintaining perfect safety rating through responsible driving along 200-mile daily route.
- Increased logistics efficiency by facilitating communication between dispatchers, sales reps, warehouse personnel, and clients.

English First

An international language training company operating for over 50 years in 112 countries worldwide.

Corporate Language Trainer

Moscow, Russia • 10/2009 – 09/2010

- Coached employees of multinational corporations on pronunciation, grammar, reading, writing and the subtleties of Business English.
- Kept students interested in learning by creating unique lessons and incorporating engaging language games into the curriculum.

Education

North Seattle College • AAS Degree, Network and Server Administration • 2016 – 2017

Certification

Apple ACMT ACiT | **CISCO** Certified Network Associate | **CompTIA** A+ Certified