

Jason Phelps

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EXPERIENCE

Cohen-Cohen/AIL, Los Angeles CA — Life Agent

March 2020 - July 2020

Highly independent contracted work, scheduling appointments with leads to present and sell life and supplemental insurance.

Arizona Restaurant Supply, Tucson AZ — IT

November 2007 - September 20019

Responsible for all IT related duties including but not limited to: Windows Domain/Network Administrator, Server Admin, Running Back-up Systems, Web Design, PC/Technology Equipment Procurement and Setup, Managing Accounts with Tech Vendors and managing the Google GSuite Account.

I was one person handling all IT needs for a company of about 140 people across two locations in Tucson and one in Phoenix.

Home Depot, Tucson AZ — Kitchen Design Consultant

April 2007 - November 2007

Consultation and design for residential kitchen cabinet and appliance installations.

AOL LLC, Tucson AZ — Technical Writer

May 2006 - February 2007

Creation and maintenance of help articles for AOL members using the internet, email, live chat and help articles for phone technicians to help members calling in for Tech Support. This department maintained the software that tech agents used to troubleshoot and I put the information into that software.

AOL LLC, Tucson AZ — Customer Care Consultant

April 2005 - May 2006

Answering phone calls into the "Member Retention" (cancellations) department. I was responsible for helping members with issues or needs such as account cancellation, billing/credit and price plan changes, and upselling members to high-speed data bundles if they were on dial-up.

SKILLS

Windows Server/Network
Admin/Active Directory

Maintaining Websites
designed on
Wordpress/Volusion/Squares
pace platforms

General PC and Mobile Device
technical
help/troubleshooting/repair

Building Computers to meet
specific performance needs

Installation/troubleshooting/
repair of network equipment
such as firewalls, modems,
routers, cabling

Google GSuite Management

Social Media

Rideshare and on-demand
delivery experience

LANGUAGES

English

EDUCATION

Catalina High School, Tucson
AZ

1996 - 2000