

TRIVIONNE MILLER

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h (702) 493-9839

PROFESSIONAL SUMMARY

Talented at managing high workloads with an efficient and quality-driven mindset. Trained in technical support and infrastructure management. Knowledgeable about supporting users with in-person and remote assistance. Self-motivated individual with a superior work ethic and diligent nature.

SKILLS

- Data entry proficiency
- Quality assurance standards
- Mobile device management
- Component installation
- Root cause analysis
- Team building
- Multitasking
- Technical knowledge
- Excellent Communication
- Critical Thinking
- Team Player
- Highly Adaptable
- Reliable
- Eager Learner

EDUCATION

Sierra Nevada Job Corps
Reno, NV • 2019

Comptia A+, Network + & Security +

Penn Foster Career School
Scranton, PA • 2016

High School Diploma

WORK HISTORY

Sykes, Las Vegas NV — Technical Support Agent

November 9, 2020 - PRESENT

- Maintains proficiency in programs, products and/or platforms assigned.
- Maintains pertinent paperwork and records through data entry.
- Communicates with team manager, team members and other teams regarding problems, solutions and trends.
- Responsible for meeting established individual and team performance targets, which include customer service, productivity and quality standards

Clark County/PDS Tech, Las Vegas, NV — Software Upgrade on early voting equipment

October 14, 2020 - November 3, 2020

- Troubleshooting issues with printers, replacing printer paper at early voting locations
- Supporting various polling locations in Clark County Nevada

Telus International, Las Vegas, NV - Inbound Sales Representative

September 2019 - June 2020

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Responded to customer requests for products, services and company information.
- Established excellent sales ability and strong interpersonal skills with confident and persuasive approach.