

KODY PHIPPS



Las Vegas, NV. ||



Kodyhipps@outlook.com ||



(727)741-6471

Motivated and detail orientated with several years of experience within technical and support roles. Through this previous work experience and higher education, it has enabled me to approach problems with a developed technical mindset. My personal goal is to seek employment within a company that will further encourage me to utilize my skills and knowledge for whatever the role requires; while still providing an environment for myself to grow and improve as a professional.

WORK EXPERIENCE

Technical Support Agent

Asurion Insurance Services – Nov. 2016 to April

2020

Las Vegas, NV. 89149

Some of my responsibilities include:

- Troubleshooting most consumer electronic devices outside of household appliances in pursuit of fixing any defect the user may find. If a resolution could not be found, then a replacement device would be issued if the customer qualified.
- Provide a pleasant experience with customer interactions.
- Build rapport during the interaction and do all possible to ease frustrations they may have while using this opportunity as a potential learning experience for the customer.
- Partner for the QA program during Solutio software launch. Solutio is an application available to iOS, Android, and Windows devices that allows representatives to remote into customer devices if need be for assistance. Also it allows us to send push notifications to the user alerting of any technical news relative to their devices they may be interested in or as a form of chat contact between us and the customer if they feel inclined to text instead of call for contact.
- Volunteered to support our ATAC department during Hurricane Harvey shutdown. Assisted training department in accelerating the training material to quickly support company needs during the week of outage.

- POC for my teams as a last source for supporting coworkers with issues that are unable to be solved, or with any system errors encountered during their customer interaction to ensure a smooth process and high customer satisfaction.
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Research Interviewer

Nielsen Holdings – Sept. 2012 to April
2016

Oldsmar, Fl. 34677

During my time with Nielsen it provided a unique experience to call out to various households across America and present a brief 10-15 minute interview that the selected households would be paid for their participation. The topics would include a basic Q&A, and then followed with specific questions about their television viewing habits along with their personal tastes within entertainment and media. While employed with Nielsen, they provided me with an opportunity at an early working age to be around professionals and how to integrate myself properly within an organization. Customer satisfaction within my role was of high importance and I prided myself on reaching my monthly metrics. Having these metrics in place taught an important lesson early as to what sets apart an average employee from an exceptional one.

EDUCATION

Bachelor's in Computer Science

University of Nevada – Las Vegas – Las Vegas,
NV.

GPA: 3.2

A few relevant undergrad coursework includes Calculus, Micro/Macroeconomics, Digital Logic Design, Intermediate Computer Programming (C++ emphasized), Financial/Managerial Accounting.

Minor concentration in Business Administration

Credit hours completed: 87

Associate in Computer Science

St. Petersburg College - Saint Petersburg, FL

May 2014 – August 2016 **Graduation GPA:**

3.36

- *CompTIA A+ Certification (2016)*
- *Asurion: Solutio Associate
of Technology 2017 award*

SKILLS

- Knowledgeable in most Basic and Intermediate Programming concepts (Formal Education through University as well as continued self-study)
- Experience with C++, JavaScript (Node.JS) **School and Personal Projects available upon request**
- Familiarity in Database Management (SQL)
- Comfortable with customer interactions and developing relationships
- Coachable
- High Self-Manageability – Always aiming to set and achieve personal goals
- Proficient in Microsoft suite
- Elementary proficiency of Spanish – Native English
- Desire to learn and grow further

REFERENCES

Christopher Devio – Asurion: Direct Supervisor —Relationship: 3 years

Chester Williams – Asurion: Operations Management – Relationship: 2 years

Diane Suris – Nielsen Corporation Talent Acquisition and former high school band teacher – Relationship: 13 years

Contact information for **any** reference available upon request.