

Alexander LaVallee

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EDUCATION

Western Washington University *Bellingham, WA*

Class of 2019

Business Administration, Management Information Systems (MIS), BA
Web Development: Human-Computer Interaction (HCI), BA
Audio Technology, Music & Society, Minor
eCommerce Web Developer Certificate, Internet Studies Center

PROFESSIONAL EXPERIENCE

IT Helpdesk at CP1 Consulting *Remote*

Ad Hoc, July 2020 - Present

- Troubleshooting A/V issues in telework software (Zoom, Microsoft Teams, RingCentral)
- Communicate with users about issues related to Microsoft Outlook, Powerpoint
- Build and deploy hardware/software solutions to execute multi-day virtual workshops with camera, mic, and green screen
- Work on-call with workshop attendees ranging from entry levels to C-suite employees to resolve tech issues

Stocker at Costco Wholesale *Issaquah, WA*

September 2020 - July 2021

- Communicated with supervisors and managers to determine merchandising plan and priorities
- Provided prompt and courteous customer service
- Followed all safety and security procedures
- Ensured proper cleanup and disposal of hazardous materials
- Assisted with front end duties and in other departments of the warehouse, as necessary

Post-Closing Assistant at Guaranteed Rate *Chicago, IL*

November 2019 - May 2020

- Conducted audits of legal documents received by Guaranteed Rate to ensure documents were drawn and executed correctly, noting any discrepancies in the system and escalating to the appropriate areas
- Ensured all necessary documents required by document custodians are delivered to their respective end investors
- Assisted with check-in of 150-200 electronic documents per day and prioritized files based on department policy
- Ran, formatted, analyzed, and distributed reports, saving work to ensure accurate record retention
- Performed daily data entry within a national electronic database with firm deadlines to clear loans within a pipeline
- Maintained compliance with Guaranteed Rate's information security policies
- Placed calls and email communication to settlement agents to request delinquent documents within a specified timeframe

LEADERSHIP EXPERIENCE

AS of WWU, Vice President for Business & Operations

June 2017 - June 2018

- Facilitated budget process for \$2.9m allocation and presented annual budget recommendations
- Supported assessment process and presented SWOT analysis/recommendations
- Chaired Management Council, facilitated communication between 16 program directors

AS of WWU, Vice President for Activities

June 2016 - June 2017

- Served as liaison to 150+ clubs, campus athletics, and event programming offices
- Chaired AS Activities Council, facilitated group consensus for distribution of \$86k fund

SOFTWARE FAMILIARITY

Microsoft Office Products, Apple Products, Adobe Creative Suite, AutoCAD, HTML, CSS, Javascript, VB, C#, ASP.NET, MVC, SQL, Teamviewer

CERTIFICATIONS

CompTIA A+

In-Progress