





Alexandria Meyer

Technical Support Specialist

Contact Details

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Objective

To obtain a position in IT that will enable me to use my strong organizational skills, educational background, and ability to work well with people to provide excellent Customer Success and Technical Support to clients and colleagues.

Education

Bachelor Degree - Capella University
2012-2013 in Information Assurance & Security

Associate Degree - Collins College
2010-2012 in Information Technology

Technical Skill

Support Systems:

- Salesforce
- Shopify
- Zendesk
- Desk.com
- Jira/Confluence
- Weblinc
- PrestaShop
- Zoom

Desktop os:

- Windows 10, 7, Vista, XP, 2000
- Linux Fedora Core 8
- Mac OS X

Software:

- Microsoft Office Suite
- Exchange
- Active Directory
- TeamViewer

Networking:

- Ethernet, LANs, Wireless Networking
- Network Printing
- VPN
- FTP/SSH
- Remote Desktop

Work Experiences

byte, Santa Monica, CA
(2020-Present)

Job Position: Customer Success Agent

The Bouqs Company, Marina Del Rey, CA
(2017-2020)

Job Position: Customer Experience: Systems & E-Learning

IDrive, Calabasas, CA
(2015-2015)

Job Position: Software Support Agent

References

Available upon request