

TY COULTMAN

tyerty@live.com - (510) 417-0976 - El Cerrito, CA

EDUCATION

DIABLO VALLEY COLLEGE

(Expected graduation Dec 2023) Computer Science

Pleasant Hill, CA

Certifications

Technical Support Fundamentals

Aug 27, 2020 - Oct 7, 2020

Technical Support Fundamentals (Google)

EXPERIENCE

Corovan

IT Technician Lead

Mar 2016 - Mar 2020

San Leandro, CA

- Communicated directly with clients and provided exceptional customer service.
- Documented and installed system configurations.
- Serviced an average of 150 systems per shift with teams of up to 35.
- Verified that all computer hardware was present and configured properly at target destination using checklist.
- Directed and oversaw onsite workflow and team productivity.
- Performed system and inventory counts to checklist specifications.
- Facilitated the supply and distribution of workforce materials.

SKILLS

- Customer Service: Communication, Adaptability, Problem Solving.
- Computer Literacy: Microsoft Excel, Word, and PowerPoint.
- Leadership/Teamwork: Delegating, Problem Solving, Giving & Receiving Feedback, Active Listening.
- Organization: Time management, Prioritizing, Responsibility, Dependability