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# Charles Tillmon

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## Summary

An eager specialist looking to use my technical skills to support and improve systems related to the computer and web infrastructure; while also leveraging my interpersonal skills to handle queries.

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## Skills

- Technical support services
- Member service and support
- Perseverance
- Interest in helping others
- Creativity
- Web Development
- Graphic Design

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## Experience

**IT SUPPORT SPECIALIST/CUSTOMER SERVICE REPRESENTATIVE** | 03/2019 to 06/2020

**Business Telecom Products Inc. - Carnation, WA**

- Tackled troubleshooting and problem resolution to support end-user technical issues.
- Kept customers informed about issue resolution progress and provided updated estimated times of resolution on ongoing basis.
- Explained technology-related details in easy-to-understand terms to individuals from all walks of life and in various job positions.
- Researched, documented and escalated support cases to higher levels of support when unable to resolve issues using available resources.
- Assisted end-users with software and hardware troubleshooting to determine causes of system malfunction.

**TECHNICAL SUPPORT TEAM LEAD** | 03/2018 to 01/2019

**Aleko Products - Kent, WA**

- Manage small team of Technical Support Specialists
- Be up to date with Technical details for all Aleko products
- Create and manage a case filing system for customer issues
- Create detailed reports of reoccurring issues to help guide administrative decisions
- Be point of contact for special/escalated cases
- Create documentation to assist employees increase their day to day efficiency
- Assist customers with troubleshooting products
- Contact customers via phone, email, as well as in person
- Train onboarding Technical Support Specialists
- Interview potential Specialists

**JUNIOR WEB DESIGNER** | 06/2015 to 02/2018

**Unleashed Technologies - Pullman, WA**

- Translated concepts into user flows, wireframes, mockups and prototypes to promote positive intuitive designs, site interactions and user experiences.

- Participated in pre-project analysis and technical assessments to develop user-friendly interface and correct functionality to meet business objectives.
- Designed visual and graphic images to use on multiple platforms.
- Reviewed information and elements regularly on websites and pages for accuracy and functionality.

**HELP DESK SUPPORT SPECIALIST** | 02/2010 to 06/2016

**Washington State University - Pullman, WA**

- Provide Technical Support for computer systems on fourth floor of cub
- Respond to queries via email, ticketing system, or in person
- Install, upgrade, and repair computer hardware
- Explained technology-related details in easy-to-understand terms to individuals from all walks of life and in various job positions.
- Investigated technical issues using knowledge base and personal experience to complete timely resolutions.

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## Education and Training

**Washington State University - Pullman | Bachelor of Science**

Management Information Systems, Expected in 12/2020

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## Websites, Portfolios, Profiles

- [TheOriginalTechnician.com](http://TheOriginalTechnician.com)