

Tanner Kadokawa

Las Vegas, NV

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Cell: (808)208.1614

Information Technology Professional

Technical Summary:

Hardware:	Smartphones, Dell, HP, Lenovo
Networking:	TCP/IP, DNS, DHCP, LAN, WAN
Operating Systems:	IOS, Android, Windows XP, 7, 8.1, 10
Software/Tools:	Microsoft Office (2010/2013/2016)

PSS Support Technician
Asurion

May 2018 - Present
Las Vegas, NV

- IOS Mobile Device support and troubleshooting
- Android Mobile Device support and troubleshooting
- Desktop support and troubleshooting
- Log issues into incident management system
- Take inbound requests through queue calls, e-mails, and client tracking databases
- Research/troubleshoot issues using knowledgebase and other tools available
- Provide customer service by following up on open issues with clients
- Collaborate and mentor other teammates

Stock Support
Nordstrom

Sept. 2016 - May 2018
Honolulu, HI

- Support and troubleshoot point of sale devices
- Perform training and on-boarding for fellow team members
- Supervise junior team members in daily operations
- Receive and verify the integrity incoming stock shipments
- Collaborate and mentor other team members

Server
Honolulu

Dec. 2017 - May 2018 *Pai*
Honolulu, HI

- Provide exceptional customer service by handling customer requests in a personalized, responsive manner
- Manage restaurant floor resources in accordance with order ticketing system

Education Summary:

Aiea High School

May 2010