

Ethan Cline

Tech specialist, Creator, and Nerd

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Dungeons and Dragons, 3D printers, too many hobbies to be a fan of all at once, and a love of computers and computer technology means I have a broad swath of skills to offer.

My goal is to be able to use these skills while having a blast at the same time. And if I am really lucky I will be able to do this for a company and make a living where I thrive, rather than just survive.

Work Experience

Remote Tech Support

Conduent Business Services, LLC (Formerly Xerox) - Las Vegas, NV

September 2017 to October 2019

Customer Service.

- Device support for mobile phones.
- Device support for desktop/laptop computers.
- Take calls regarding software support for dedicated operating systems of ecosystem.
- Assist with account data, security, and billing

DIRECT SALES REPRESENTATIVE

BLUE GROUP DISTRIBUTION

March 2013 to September 2017

Customer Service.

- Place orders for entertainment and internet services
- Troubleshoot tech/services for a period after to ensure satisfaction.

SALES ASSOCIATE

THE HOME DEPOT

June 2012 to December 2012

Customer Service.

- Offer advice for garden and lawn care.
- Use heavy equipment to transport goods.

CUSTOMER SERVICE REPRESENTATIVE

SERENUS INC

August 2011 to April 2012

Customer service.

- Create and manage orders over the phone.
- Utilize telecommunication technology to meet the needs of the customers.

OWNER

PCI SOLUTIONS

February 2011 to June 2011

Customer service.

- On site computer repair.
- In store computer repair.
- Offered customers lessons on using computers and other machines.
- In home networking service.
- 24/7 Over the phone technical support.

GENERAL PRODUCTION ASSOCIATE

ALBAR INDUSTRIES

March 2010 to December 2010

Inspect, sand, assemble, repair, and paint acrylic and fiberglass car parts to eventually be shipped for assembly.

SALES ASSOCIATE

WAL - MART

July 2009 to March 2010

Customer service.

- Stock and organize merchandise.
- Use heavy equipment to transport goods

TABLE BUSSER

PAHRUMP NUGGET CAFE

January 2009 to July 2009

Customer service.

- Retrieve orders.
- Clean and reset tables for incoming diners.

Education

HIGH SCHOOL DIPLOMA

PAHRUMP VALLEY HIGH SCHOOL

June 2009

Additional Information

Skills & Abilities

COMMUNICATION

- Extensive experience in both verbal and visual communication, keeping it concise and informative for convenience and understanding.
- Extensive technical communications ability mostly based online.

LEADERSHIP

- Three years of command experience within my JROTC program as well as a mid- level management position with my prior employer

CUSTOMER SERVICE

- Five years of sales related customer service experience
- Three years of technical related customer service experience
- One year of telephone based customer service experience