



# MICHAEL FRANKS

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Gladstone, OR 97027

someguy34@yahoo.com

7858135111

Authorized to work in the US for any employer

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## WORK EXPERIENCE

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### Electronics Sales Associate

**Walmart** - Lawrence, KS

April 2015 to Present

Responsibilities:

- Front line sales associate assisting customers on the floor and with purchases at the cash register.
- Assist Customers with setting up Prepaid Phone Plans.
- Help locate phone/computer accessories to fit customer needs.
- Assist members in locating a device that works best for their daily use.
- Opening and closing the store including accountability for my till throughout the day.
- Meet strict turnaround times in a Photo Lab while maintaining accuracy

Accomplishments:

- Trained many new employees on store processes and policies
- Received 100% score on monthly corporate checkups while working.
- Created a spreadsheet to document monthly sales to pass store policy.

Team Environment - Experience

- Lead team of 4 employees to re-organize aisles in a more customer friendly manner
- Loyal team worker as I've been at the same job for almost 5 years
- Always offer to assist other departments that are shorthanded
- Leader of wrestling team in middle/high school

### Independent Computer Technician/Repair

**Personal Business** - Lawrence, KS

2014 to Present

Responsibilities:

- Perform troubleshooting to quickly and accurately locate the issue at hand.
- Apply standard maintenance or reformat to declutter device.
- Build PC's within a budget to match performance desire of the customer.
- Remove and replace broken, shorted or missing parts.

- Ensure customer products are returned without damage

Accomplishments:

- Built multiple high-end PC's from scratch
- Received multiple referrals from acquaintances and customers.
- Restored many computers from virtually unusable to a flawless state.
- Received numerous compliments from customers on my expertise with computers

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## EDUCATION

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### Diploma

Perry Lecompton High School

2010 to 2014

### High school diploma

Perry Lecompton High School

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## SKILLS

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- Experienced Team Player
- Customer Service
- Expert Level: Microsoft Word, PowerPoint and Excel
- Expert Level Typing: 60+ wpm
- Experienced Team Member with strength in Senior Level Management
- Engagement (Reporting)
- Experienced in working independently
- Strong knowledge of Microsoft Windows
- Excellent navigation and researching skills to quickly adapt and learn to new positions
- Computer Repair
- Desktop Support
- Computer Hardware
- Help Desk
- Technical Support
- Network Support
- Operating Systems

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## ASSESSMENTS

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### Technical Support — Expert

April 2020

Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/96d60a6dab77c47292f834d1efb4803deed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/96d60a6dab77c47292f834d1efb4803deed53dc074545cb7)

## **Retail Customer Service — Highly Proficient**

May 2020

Comprehending and responding to retail customer needs.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/ca7745114beb939c3832c9439ceb6752eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/ca7745114beb939c3832c9439ceb6752eed53dc074545cb7)

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