

# TROY D. CARSON

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## EDUCATION

University of California, Los Angeles, CA

**Cognitive Science** Major, 2009

Mount San Jacinto Community College, Menifee, CA

**Associate of Arts in Liberal Arts** with a focus in mathematics, May 2008

## PROFESSIONAL EXPERIENCE

- **Slickdeals**, Remote
  - **Quality Assurance/Moderator** – February 2018 - September 2019  
Edit posts that are made to the site and make sure they are working properly. Work with the moderators to handle user and legal related issues. Add and edit images to posts. Verify that each deal on the site is accurate via workflow. Respond to and address users concerns and suggestions via site forum. Assist with training new employees. Collaborate with team to ensure deadlines and quotas are met.
- **Self-Employment**, Murrieta, CA
  - **Sweeper** – 2010- Present  
Enter sweepstakes online, by phone, and by mail full-time. Freelance data entry. Maintain frequent contact with companies. Sell, package, photograph, and ship various items to customers.
- **City of Murrieta**, Murrieta, CA
  - **Assistant Recreation Coordinator** – 2008-2009  
Find resolutions to any complaints and answer customer questions. Personally recommend techniques to better serve customers and referees. Responsible for making sure the fields were playable and supervise referees. Recruit new players to join the league by offering information about it and all of its advantages. Responsible for ensuring the safety of everyone at the park. Check team rosters and monitor scores and games. Organize sports equipment.
- **Edwards Cinema**, Temecula, CA
  - **Customer Service Associate** – 2009  
Served the customers. Prepared food and beverages. Handled the cash register. Resolved the concerns and complaints of the customers. Cleaned, organized, and stocked concessions stand and restrooms.

**CERTIFICATION**

- Google IT Support Professional Certificate

**HONORS/AWARDS**

- Academic Scholarship - Vista Murrieta High School (2006)
- Dean's List - Mount San Jacinto Community College (2006-2008)
  - Cumulative GPA of 3.8

**ADDITIONAL SKILLS**

- Building and repairing computers