


SHAWN Ross

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OBJECTIVES

- Create a positive work environment. Pursue a cheerful atmosphere not only for co-workers but customers as well.
- Provide quality customer service
- Develop new skills to better myself and use them to contribute towards bettering the company and bring new ideas to the table.
- Seeking a position to implement my knowledge in computers and to further refine my customer service skills to further my career in Information Technology.



SKILLS

- 6-7 years of experience with computers and diagnosing hardware and software related issues.
- Ability to de-escalate situations through extensive customer service experience.
- Hands on learner. Will quickly learn a procedure if shown.
- Proficient with Microsoft Office applications and troubleshooting.
- Adept knowledge in Microsoft Windows and Office Software.
- Always able to ensure that customers are satisfied with the service provided.
- Ability to work in a fast-paced environment, surpassing expectations.



EDUCATION

Highschool Diploma | Sandy High School

SEPTEMBER 2013— JUNE 2017

As a requirement to graduate, I shadowed the school's tech support team. I experienced the heavy workload and importance of customer service skills required to complete the task at hand.

Computer Science | Clark College

SPRING 2018 — FALL 2018 (ON HOLD)

Currently pursuing a bachelor's degree in computer science. Some college completed.



EXPERIENCE

IT Specialist | U.S. Bank

SEPTEMBER 2018 — CURRENT.

- First line of contact for all U.S. Bank employees seeking support with, but not limited to: password, workstation and printer hardware, voice, and a wide-range of applications utilized by U.S. Bank.
- Assist customers in finding a resolution to the problem at hand through troubleshooting in a professional and timely manner.
- As a team, work together to achieve and exceed department goals.
- As a U.S. Bank IT Specialist we are required to use systems such as Office 365, Active Directory, SCM, and Dame Ware while also working with the DNS.

Backroom | Walmart

MAY 2018 — SEPTEMBER 2018

- Assist customers in finding items throughout the store and answer any questions they have about items or the store itself.
- Stock freight and ensure the shelves are fresh and appealing to customers.
- Unload trucks in a fast-paced environment for extended amounts of time.

Cashier | Fred Meyers

MAY 2017 — DEC 2017

- Constant interactions with customers with outstanding customer service.
- If customers are having a bad or rough day, I do everything in my power to ensure they leave the store in a happy and satisfied manner.
- Responsible for managing cash transactions as well as safe drops.

Server Assistant | Timberline Lodge

JUNE 2016 — OCT 2016

- Responsible for setting tables, making coffee, preparing the buffet and backroom for service.
- Assist waiters with keeping customers satisfied and tables cleared.
- Ability to give customers information about the lodge's history and the surrounding areas.



ACTIVITIES

Computers have been my passion for about 6-7 years. I first built my own computer in the beginning of Highschool. Since then, I have wanted to learn more, in the process I have learned valuable skills in diagnosing Software and Hardware issues. I've since decided to work towards making a career out of what I love.



REFERENCES

Mark Harrop - Manager at U.S. Bank

- (503)-401-1328
- Mark.Harrop@usbank.com

Matthew Williams - Previous manager at U.S. Bank.

- (541)-261-7807
- Matthew.Williams3@usbank.com