

Patrick Osdon

619-708-7929 • North Las Vegas, NV • patosdon@gmail.com

EXPERIENCE

Customer Support Specialist

Jun. 2015 - Mar. 2020

T-Shirt Diner | Las Vegas, NV

Managed all business development for **2 different locations** in Henderson and Las Vegas that typically had over **100+** customers visiting each location daily. Provided both new and returning customers with inquiries about sales and refunds to ensure the continued growth of the company.

Key Accomplishments: *(to add if you have outstanding achievements/metrics)*

- Maintained hardware, software, networking, and cashiering systems to ensure that all were in working condition during operating hours
- Recovered and backed up several older system files that were originally deemed lost and unattainable but necessary for the continued operations of all retail locations
- **Generated most revenue in a single day** for the business by providing customer support in a swift manner to multiple parties that purchased bulk orders for different occasions
- Resolved over a thousand different customer complaints that many others were not able to resolve without my assistance

Customer Interaction Management Specialist

Nov. 2015 - Jan 2017

Instant Shirt | Las Vegas, NV

Manage all business development for a single unit of a custom clothing company located on the Las Vegas Strip that provided over **1,000+** various custom garments to multiple customers ranging from small sports teams, bachelors and bachelorette parties, and multiple conventions that resulted in both new and returning customers.

- Managed the day-to-day operations of the branch on the Las Vegas Strip that allowed the unit to provide retail sales and customer support
- Collaborated with various brands on creating unique designs for garments
- Evaluated ongoing market fundamentals and potential economics, equipment, and weekly sales reports for ROI

IT Support

Jan. 2014 - Sep. 2017

Office of Information Technology, UNLV | Las Vegas, NV

Responsible for day-to-day help desk operations including ticket prioritization, tracking, and timely resolution, as well as technical support to **300+** staff, **500+** faculty, and **20,000+** students at numerous different locations across the university.

- Managed complex hardware, software, networking, and routing problems to accurately resolve issues, and prepare reports summarizing and analyzing the issues
- Troubleshooting various Adobe and Microsoft Suite programs to ensure they remained functional during operating hours
- Maintained various Dell, HP, and Apple systems across the campus and ensured that they were readily available for use
- Provided top tier customer service for those using the multiple computer labs on the university

EDUCATION

University of Nevada, Las Vegas | Bachelor of Arts in Graphic Design

Graduated May 2015

SKILLS

WAN, LAN, VPN, TCP/IP, DNS | OS X | Windows | iOS | Android | Microsoft Suite | Adobe | Networking |
Troubleshooting | Communication | Teamwork | Customer Service