



ALEC BRIGGS

IT SUPPORT SPECIALIST

CONTACT



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Modesto, CA 95350



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209-809-6955

PERSONAL PROFILE

INVENTIVE
TECHNICAL SUPPORT
REPRESENTATIVE
EAGER TO FIND NEW
AND PRODUCTIVE
SOLUTIONS FOR
EACH CUSTOMER'S
ISSUE. PROVIDER OF
INDIVIDUALIZED
CUSTOMER CARE.
ADAPTS TO UNIQUE
COMPLAINTS AND
QUESTIONS BY
PERFORMING
INDEPENDENT
RESEARCH.

EDUCATION

CompTIA A+ Certificate
August 2021



**Google IT Technical
Support Certificate**
January 2021



SKILLS

- Adept listening skills and attention to detail
- Technical support and troubleshooting
- Customer service
- CompTIA A+ Certified

WORK HISTORY

Tesla, Manufacturing Associate

FEB 2020 - MAY 2020

- Assembled Tesla automobile seat products according to changing work orders and customer needs.
- Inspected final products to determine compliance with quality standards.
- Monitored production to keep proper amount of inventory on hand.

Amazon, Delivery Driver

JAN 2019 - JAN 2020

- Delivered packages to customer doorsteps and business offices.
- Kept detailed records of completed or in-progress deliveries using hand-held devices and camera images.
- Maintained contact with dispatching team and management for open communication about delays or other delivery issues.
- Communicated customer complaints, requests and feedback to company management for resolution.

Roche Bros. Inc. Forklift/Machine operator

OCT 2017 - JAN 2019

- Calibrated, tested, and adjusted machine settings in preparation for production operations.
- Monitored machines during operation to detect malfunction and adjusted machines to eliminate problems.
- Complied with company and OSHA safety rules.