

Austen Despain
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Looking to start a career in Information Technology, I'm very passionate about technology and helping others, and am looking to make that a part of every day life. I work well with other people and my priority is making sure the customer or client is happy and their issue is resolved. I am looking for an entry level position to expand my skills and understanding, but also to contribute to a company willing to teach and provide opportunities for a motivated individual who is hungry to learn.

Work experience

- *Warehouse supervisor at Crescent Electric, Portland, OR.* 8/2020 - Present

Supervising a crew responsible for cutting and delivering wire, as well as keeping construction projects on track by making sure we are ahead of schedule with their products. Talking to customers and sales personnel to troubleshoot issues with delivery, manufacturing or packaging. Also making sure that our customers are thrilled with their experience and continuing to build and maintain productive relationships with them through fantastic customer service.

- *Apprentice Electrician at Ross Electric, Hillsboro, OR.* 10/2019 - 8/2020

Wiring houses according to clients specifications, troubleshooting issues in residential settings, gathering information from customers, and testing different parts of their electrical system to figure out exactly what the issues is, and resolving it in a timely manner.

- *Warehouse associate Crescent Electric, Portland, OR.* 1/2018 - 10/2019

Responsible for making sure inventory levels are maintained appropriately. As well as the ability for customers to easily order and receive their products in a timely manner which also entails solving any problems that may arise in the process.

Education

- G.E.D. - Clackamas Community College - 10/2013
- Home lab and computer repair - Present

- CompTIA A+ 220-1001, currently studying for 220-1002.

Technical skills

- Able to document findings and processes
- Ability to learn new skills quickly
- Laptop repair
- PC building
- PC hardware and software troubleshooting
- Networking basics
- Sales skills
- Strong customer service background

References

- Jason Stabe, IT manager at Bonneville Power Administration.
319-231-0863 stabejt@gmail.com
- Bryan Remily, Supervisor at Crescent Electric.
503-951-9421 Bremily3@gmail.com
- Rodion Pustoshilov, Autodesk technical support.
503-951-9117 rodion.pustoshilov@gmail.com