

# Galen Gilmore

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## Profile

A customer-focused IT professional with a strong technical background and excellent written and verbal communication skills. I have found success across a wide range of fields by cultivating the following personal traits:

**Confidence · Courtesy · Diligence · Integrity**

## Experience

### ComputerCare

Offers warranty and non-warranty hardware repair and B2B IT services.

### Interconnection.org

A non-profit organization which provides refurbished computers to underserved communities around the world.

### Thunderdog Delivery

A next generation same-day courier serving small businesses throughout the Greater Puget Sound.

### Seattle Lighting

A lighting fixture and hardware supply company with over 100 years of history in Seattle.

### English First

An international language training company operating for over 50 years in 112 countries worldwide.

### Computer Repair Technician

Seattle, USA · 01/2019 – Present

- Diagnosis and repair of desktops, laptops and mobile devices.
- Authorized Service Provider - Apple, Lenovo, HP, Toshiba.
- Lead onsite tech for Amazon, Google and Pinterest.

### Computer Repair Technician and Retail Store Lead

Seattle, USA · 10/2016 – 09/2017

- Performed hardware/software diagnosis and troubleshooting, OS Reloads, Virus Removals, Data Migrations, Computer Sales, Customer Service and Store Management including Authorizing Returns, Exchanges, and Pricing.
- Promoted to Store Lead within 6 months of hire date.
- Improved customer satisfaction through expert resolution of conflicts, issues and concerns.

### Intercity Contract Courier

Seattle, USA · 03/2015 – 07/2016

- Met delivery deadlines through well-organized navigation of road and highway traffic, increasing output while trimming transport times.
- Properly represented the face of the company by adopting a professional and courteous demeanor with customers and the general public.
- Served the legal, real estate, construction, finance & healthcare industries.

### Delivery Driver

Seattle, USA · 07/2013 – 02/2014

- Managed demanding delivery schedule while maintaining perfect safety rating through responsible driving along 200-mile daily route.
- Increased logistics efficiency by facilitating communication between dispatchers, sales reps, warehouse personnel, and clients.

### Corporate Language Trainer

Moscow, Russia · 10/2009 – 09/2010

- Coached employees of multinational corporations on pronunciation, grammar, reading, writing and the subtleties of American Business English.
- Kept students absorbed in the learning process by creating unique lessons and incorporating engaging language games into the curriculum.

## Education

**North Seattle College** - AAS Degree, Network and Server Administration, 2016 – 2017

## Certifications

**Apple** ACMT ACiT | **Lenovo** Warranty Service | **Cisco** Certified Network Associate | **CompTIA** A+ Certified