

Nick Harris

Technician Support Agent - Comcast

Marysville, WA 98270

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425.220.0318

Working in a professional environment providing technician support and troubleshooting of video, internet, phone, and home security systems. Order entry and editing in national billing system as well as knowledge and expertise in a multitude of programs in order to troubleshoot issues related to equipment, impaired signals, or procedures to flash firmware. As of March 2020 dually skilled in technician routing operations and day to day technician movement & job assignment in a particular region and job arrival status.

Authorized to work in the US for any employer

Work Experience

Comcast Technician Support Agent

Comcast - Everett, WA

June 2019 to Present

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Waiter (certified trainer)

Buffalo Wild Wings - Marysville, WA

April 2016 to June 2019

To: Current

Description: Working in both the bar and dining room providing quick and excellent quality of service. Maintaining a fast-paced work ethic while multitasking and managing up to a dozen tables at any given time. Training other waitstaff on proper service procedures and food specifications

Teacher

Temple Beth Am - Seattle, WA

September 2011 to May 2019

To: Current

Description: Teaching Hebrew and Judaic values. Working with 4th through 6th grade students bi-weekly teaching entry level Hebrew reading and writing. Creating detailed lesson plans weekly. Maintaining a positive report with parents and apt communication.

Camp Counselor & Camp Director

YMCA of Snohomish County - Marysville, WA

June 2012 to September 2015

Description: Working with several summer camp programs run through the Marysville YMCA. Providing expertise in youth development and teen programs. Supervising up to 50 children and teens while coordinating other staff members and planning detailed day planners and activities. Role model regularly promoting an active and healthy lifestyle.

Childcare Provider

YMCA of Greater Seattle - Seattle, WA
September 2013 to June 2015

Description: Before and afterschool childcare and supervision for elementary school children. Flexibility working with the school district's varying schedule. Creating and supervising diverse and interactive afterschool learning programs. Driving and maintaining a 14-passenger bus to and from different school and YMCA locations. Role model regularly promoting an active and healthy lifestyle.

Sales Representative

Bath & Body Works - Northgate, WA
March 2011 to February 2013

Description: Sales representative and cashier responsibilities. Providing excellent customer service and knowledge of products. Assisting in leading floorset team, working afterhours to install new fixtures, store marketing and merchandise, and managing inventory.

Education

Bachelor's in Philosophy

University of Washington-Seattle Campus - Seattle, WA
September 2011 to June 2015

Skills

- customer service (5 years)
- RETAIL SALES (2 years)
- Teaching (8 years)
- Training (2 years)
- Windows 7 (6 years)
- Microsoft Office (6 years)
- Computer Hardware (6 years)
- Help Desk (2 years)
- Desktop Support (2 years)
- Network Support (2 years)
- Technical Support (2 years)
- IT Support (2 years)

Assessments

Technical Support — Highly Proficient

January 2019

Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Experience with Windows OS

Familiar with Microsoft products

Experience assembling computer & laptop hardware

Customer service excellence

Problem solving

Troubleshooting

Attention to detail

Childcare

Teaching youth & teens

Training team members

Role Model