

Alden Truby
1241 North Bundy Drive
(310) 850-1903
Alden.Truby@gmail.com

WORK HISTORY

- **Ring, a subsidiary of Amazon** **November 29, 2014 to Present**
 - **Quality Assurance Technician** **April 3, 2016 to Present**

Pre-release testing of all product postings on Ring Website for functionality, accuracy, and performance. Extensive product feature and function knowledge and program know how.
 - **Customer Service Agent Level 2** **August 20, 2015 to April 2, 2016**

Advanced responsibility for handling and troubleshooting customer complaints and questions. Technical skills involving networking. Ability to resolve problems and enable optimum functionality
 - **Customer Service Agent** **November 29, 2014 to August 19, 2015**

Resolve customer complaints and functionality questions by use of broad learning about new products. Contribute to product development and refinement. Meriting customer praise and singular recognition from company founder.
- **F2Onsite Field Service Technician** **February 25, 2012 to December 1, 2014**

Repair hardware at customer sites. Wide knowledge of electronic device functionality. Extensive interpersonal interactions to satisfy unhappy customers.
- **Computer and Electronics Consultant and Trainer** **July 14, 2011 to Present**

Operate my own business built primarily on customer referrals. Teach individuals to use electronic devices and all of their functions; advise on selection of hardware and software; install, set up, and repair all manner of personal electronic devices; create networks; build computers; assist customers with hardware and software purchases.

CERTIFICATIONS AND COMPUTER SKILLS

- **CompTIA:**
 - A+ (Verification code: NWHGNDXCV3VQCCHH)
 - Network+ (Verification code: 5WHKHJJDTHRQQ2LZ)
 - Security+ (Verification code: RKJNTFVFDH44Q13Y)
- Knowledge of BASIC and C++ programming language
- Knowledge of and experience with word processing and spreadsheets, including Word, Word Perfect, and Excel
- Knowledge of and experience with Windows
- Basic knowledge of Linux
- Substantial experience troubleshooting computer hardware problems and setting up software
- Ability to configure and maintain a network with multiple printers, computers, a file server, and a firewall (configured for VPN and remote access)

EDUCATION: B.A. Linguistics (with mathematics competency)
University of California at Santa Cruz June 2010