


# Caleb Beal

IT Support Technician

caleb.beal01@gmail.com 

425-405-5716 

Everett, WA 

linkedin.com/in/calebbeal 

## SKILLS

---

- Writes effective & legible software in Java, Python, Visual Basic, and C-based languages
- Efficiently and consistently builds networks from scratch and maintains established systems
- Executes flexible and reliable administration of Windows, Linux, and Mac operating systems
- Clearly communicates product and service knowledge to clients and employees

## EXPERIENCE

---

### Kennelly Keys Music

Lynnwood, WA

*IT Support Technician*

*September 2019 - Present*

- Provides technical support to corporate headquarters and six retail locations
- Maintains and updates company websites
- Fields employee and customer calls, fixing technical issues
- Installed and maintains VoIP phone systems
- Trains employees on correct use of company tools and systems
- Manages online orders and payments

*Sales Associate*

*August 2017 - August 2019*

- Assisted customers with music instrument and audio equipment purchase and rental
- Listened, found, and communicated the best solutions for customer needs
- Interfaced with the store's robust inventory database

### Trader Joe's

Sammamish, WA

*Crew Member*

*September 2016 - June 2017*

- Sold goods to customers and re-stocked inventory for retail grocer
- Built strong customer and employee relationships
- Maintained accurate inventory logs
- Made orders, predicting dips and spikes in demand of key items
- Troubleshoot customer service issues to resolution

## EDUCATION

---

### Basic Electronics & Troubleshooting Certification

*Everett Community College | 2011*