**Alden Truby**

1241 North Bundy Drive

(310) 850-1903

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**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, 2011to 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