**Phillip J. Arnesen**

**812 Antigua Street**

**Las Vegas. NV 89145**

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**(702) 339-4811**

**Skill Summary**

Printing, copy, fax, orders, spreadsheet, microsoft word, power point, excel, computer maintenance, networking, IT, customer service, call center experience, typing at over 70 words per minute, 10 key at over 300 keystrokes per minute, VMWare, Hyper V, Group Policy, System Imaging, USMT, windows XP, Vista, 7, 98, 95, 2000, ME, Linux Ubuntu, MS-DOS, Android OS, Mac IOS, Mac OS X and up, Chrome OS, Agilent Software, POS, and radio frequencies.

**Education**

High School Diploma

SNJCC (Technical/Trade School graduate)

Student at Truckee Meadows Community College

The Learning Center (Technical School)

**Certifications**

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| --- | --- | --- | --- | --- |
| Microsoft Excel | Microsoft Power Point | Microsoft Word | IC3 (Internet and Computing Core Certification) | |
| A+ | Net+ | Strata Green IT | |  |

**Professional History**

**Integrated Practice Solutions** *Las Vegas, Nevada From: 12/20-Current*

Duties: I handle technical support and customer service for Chirotouch, a software used to track patient data and handle insurance claims used by Chiropractors. This position comes with a wide breadth of responsibilities ranging from chat support to answering emails, taking calls, logging into computers, and fixing all manner of PC issues remotely.

**Slingshot** *Las Vegas, Nevada From: 7/19-12/20*

Duties: I was a customer service representative for one company they work with called Aptive. I handled scheduling, customer service, retention, and payment collection for a large number of pest control routes all of the US. I was required to have a good understanding of distance, routing, notation, and the pest control industry. Additionally, I took on many managerial responsibilities ranging from QA screening calls, handling escalations, back office paperwork and data analysis.

**Customer Service Solutions** *Las Vegas, Nevada From: 01/17-02/19*

Duties: My position was a customer service representative, over the phone retention and upsales, primarily for health supplements such as Garcinia, Forskolin, Nootropics, and some services like magazine subscriptions and savings programs. Manage accounts across dozens of different databases with their own formats and login methods.

**Asurion** *Las Vegas, Nevada From: 10/2014-12/2016*

Duties: I took calls for a department called Verizon Tech Coach. We are the primary technical support for verizon. In addition, to troubleshooting literally any technical issue that any smart phone gets we also are responsible for setting up any kind of smart device, chat support, computer technical support, we would also make determinations on insurance/warranty claims, log into devices to provide direct support, operate and manage cloud services for customers.

References are available upon request.