**Elijah Mullis**

**Seattle, WA | (704) 221-2505 | elimullis91@gmail.com**

**EDUCATION University of North Carolina Wilmington**

**Bachelor of Science, Computer Science**

**September 2009 – December 2014**

**SKILLS** Computer networking/subnetting knowledge

Technical support of desktops, printers, storage, networking devices and related equipment

Ability to research unfamiliar problems and enthusiasm for applying new skills

Customer service

**EXPERIENCE Synology America Corp Bellevue, WA**

**Tier 1 Technical Support April 2016 – May 2020**

* Provided basic to intermediate troubleshooting support for home, small-to-medium business (SMB) end users via phone and email
* Assessed pre-sales customer needs to recommend products and solutions

**The Home Depot Seattle, WA**

**Appliance Sales Associate January 2016 – April 2016**

* Identified customer needs and budgets for appliances and appliance parts
* Assisted customers in resolving appliance delivery issues in person and on the phone

**Redapt, Inc. Redmond, WA**

**Server Technician October 2015 – January 2016**

* Assembled, cabled and tested rack server builds
* Diagnosed and replaced faulty hardware components in servers

**The Home Depot Seattle, WA**

**Lumber Associate June 2015 – October 2015**

* Recommended building material products based on customers’ needs
* Operated saws to cut lumber and sheet products to customer specifications
* Kept store aisles clean and safe

**Robert Half Technology Seattle, WA**

**Desktop Support Tech January 2015 – June 2015**

* Laptop/desktop tech support for Seattle Public School district
* Diagnosed and solved various browser-based issues
* Ensured that laptops were correctly and fully charged for student use

**University of North Carolina Wilmington Wilmington, NC**

**Web developer January 2014 – October 2014**

* Wrote HTML to update page information
* Edited CSS to resolve site design issues and inconsistencies