**Arjay Beck**

(415) 939-0919 • arjaybeck@yahoo.com • Seattle, WA

**RELEVANT SKILLS**

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| * Computer Network Support * Troubleshooting * Problem-Solving * Customer Service | * Microsoft Office Suite * Google Apps * Asset Management * Business Communication | * Office 365 * Mac / PC * Critical Thinking * Attention to Detail |

**EXPERIENCE**

**AT&T,** San Francisco, CA March 2021 – August 2021

*Premises Technician*

* Installed internet, phone, or TV products with fiber or copper wiring for their home or business
* Troubleshot internet, phone, and TV connectivity issues within customer homes and businesses
* Interacted with customers to make sure service meets their expectations and achieves satisfaction

**Lionbridge,** Redmond, WA August 2020 – November 2020

*Game Tester*

* Tested 50+ titles per week to ensure ability to operate on next-gen consoles as expected
* Completed 100+ test cases per week to catch bugs and ensure products were ready for deployment
* Created a consistent naming convention throughout all files to ensure an organized library of videos

**Salesforce.com,** San Francisco, CA August 2018 – January 2020

*IT M&A Tech Analyst*

* Imported Excel based information records to account, contacts, and cases using data loader and import wizard
* Created reports and dashboards using Salesforce to reflect detailed information on asset status from acquired companies
* Managed physical inventories at acquired site locations and hardware asset inventories using sheets and custom Salesforce app

**Salesforce.org,** San Francisco, CA January 2018 – July 2018

*Legal Project Assistant Intern*

* Compared customer agreements with the company’s Master Subscription Agreements using Microsoft Word and summarized changes that were made between agreements, weekly, to compare similar agreements with future negotiations
* Organized a database consisting of 5000+ files and 1000+ folders by creating a naming convention and streamlined stale documents and files to be consistent and accessible while producing efficient workflows

**EDUCATION**

**Year Up / Foothill College,** San Francisco, CA August 2017 – July 2018

*Year Up is an intensive, competitive technical training and career development program with 250 corporate partners, graduating 4,000 students annually across 19 cities. The program includes college-level courses, professional training, and a six-month internship.*

* Completed coursework in Project Coordination, Professional Skills, and Business Communications, with specialized training in Project Management