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| Anthony Withers  225 S Stephanie St. Henderson, NV 89012 Apt 521 · 480-408-2360  Anthony.withers32@gmail.com |
| Diligent customer experience agent with 2+ years of experience with remote technical/customer support. Seeking to begin new career by growing with your team as an IT support tech. |

# Experience

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| 07/17 – 03/20Technical Support, ASurion Answered incoming calls and helped to trouble shoot various IOT devices from cellular companies. Took tickets through internal ticketing system and resolved customer’s issues. Also fixed billing issue and transferred to other departments as necessary. |
| 03/20 – CurrentMicrosoft ambassador, mural consulting Helped Microsoft business customers with troubleshooting Office 365 Products. Also worked with customers on setting up hardware and advised customers on best networking procedures and practices. |

# Education

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| Dec 2019Advanced cyber security certificate, University of phoenix Am currently enrolled and will be completing certificate in December. Currently have a 3.8 GPA in the course. |
| December 2021Bachelors in science in Information Technology, University of phoenix Am currently enrolled in degree program that will help further my development in the IT field. Will complete program in December of 2021. |

# Skills

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| * Exceptionally experienced with windows products as well as Microsoft 365 * Very great multitasker and poise under pressure * Efficient in Active Directory | * Efficient and effective communicator * Ability to learn an adapt on the fly as needed * Have worked with Tech support and know what it takes to be successful. |