**Cody A. Jardin**



# NE 56th Ave, Vancouver, WA 98661 |C: (360) 721-5500| E: ​cody.a.jardin@gmail.com

**Proficient Key Skills**

°Team Building/Leadership °Technical Help desk °Telephone Etiquette °Microsoft Office

Programs °Google applications °Virus Detection, Removal & Prevention °Coordinating

Appointments °Attention to Detail °Maintenance & Organization °Windows, MAC and Linux OS °Autodesk Maya °Blender 3d °Gimp °Adobe Photoshop ° Avid

**Experience:**

# MUV Fitness – Portland, OR - Operations Manager February 2019 - Present

* Ensure that daily administrative documentation is kept concise & completed
* Watch over and maintain all departments inside the gym
* Planning, budgeting, organizing, and safety of all operational and program functions of MUV Fitness

# Telenetwork – Las Vegas, NV Assistant Manager - Technical Support March 2017- February 2019

* Watch over and assist 30+ level 1 Tech Support agents
* Meet daily call expectations i.e. Under 400s call times and 90% first call resolution
* Perform over the phone technical support for Internet, Voice over IP services and Email support.

# Sound I.T. Solutions, LLC- Edmonds, WA - IT Helpdesk Technician January 2016 - March 2017

* Regularly met 24-hour turnaround time for Laptop/Desktop repairs
* Exceed customer expectations by performing full service work on every device brought into the shop.
* Remote and in shop Technical repairs i.e. Computers, Tablets, Smartphones etc.

# Comcast (Xfinity) – Seattle, WA - Cable Technician April 2014 - January 2016

* Communicate with customers in a clear and straightforward manner while providing excellent service
* Proven ability to work independently, prioritize and organize effectively
* Install and troubleshoot company services i.e. Cable TV, Internet and Voice over IP.

**Education:**

# Academy of Art University - ​September 2019 - Currently Enrolled

● Pursuing Bachelor’s Degree in Animation/VFX