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**Summary**

An eager specialist looking to use my technical skills to support and improve systems related to the computer and web infrastructure, while also leveraging my interpersonal skills to handle queries.

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**Skills**

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| * Technical Support Services * Member Service and Support * Office 365 Management * Web Development * Graphic Design * Ticketing Systems (Jira) * Active Directory * Terminal * BIOS | * Creativity * Perseverance * Interest in helping others * Leadership * Accountability * Onboarding Management |

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**Experience**

IT Support Specialist/Customer Service Representative | 03/2019 to 06/2020

**Business Telecom Products Inc. - Carnation, WA**

* Tackled troubleshooting and problem resolution to support end-user technical issues.
* Kept customers informed about issue resolution progress and provided updated estimated times of resolution on ongoing basis.
* Explained technology-related details in easy-to-understand terms to individuals from all walks of life and in various job positions.
* Researched, documented and escalated support cases to higher levels of support when unable to resolve issues using available resources.
* Assisted end-users with software and hardware troubleshooting to determine causes of system malfunction.

Technical Support Team Lead | 03/2018 to 01/2019

**Aleko Products - Kent, WA**

* Manage small team of Technical Support Specialists
* Be up to date with Technical details for all Aleko products
* Create and manage a case filing system for customer issues
* Create detailed reports of reoccurring issues to help guide administrative decisions
* Be point of contact for special/escalated cases
* Create documentation to assist employees increase their day to day efficiency
* Assist customers with troubleshooting products
* Contact customers via phone, email, as well as in person
* Train onboarding Technical Support Specialists
* Interview potential Specialists

Junior Web Designer | 06/2015 to 02/2018

**Unleashed Technologies - Pullman, WA**

* Translated concepts into user flows, wireframes, mockups and prototypes to promote positive intuitive designs, site interactions and user experiences.
* Participated in pre-project analysis and technical assessments to develop user-friendly interface and correct functionality to meet business objectives.
* Designed visual and graphic images to use on multiple platforms.
* Reviewed information and elements regularly on websites and pages for accuracy and functionality.

Help Desk Support Specialist | 02/2010 to 06/2016

**Washington State University - Pullman, WA**

* Provide Technical Support for computer systems on fourth floor of cub
* Respond to queries via email, ticketing system, or in person
* Install, upgrade, and repair computer hardware
* Explained technology-related details in easy-to-understand terms to individuals from all walks of life and in various job positions.
* Investigated technical issues using knowledge base and personal experience to complete timely resolutions.

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**Education and Training**

**Washington State University - - Pullman | Bachelor of Science**

Management Information Systems, Expected in 12/2020

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**Websites, Portfolios, Profiles**

* TheOriginalTechnician.com