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| Elyce Dye elyce.dye@gmail.com  847-907-0153  [linkedin.com/in/elycedye](https://www.linkedin.com/in/elycedye/)   |  | | --- | | Objective Seeking a challenging opportunity where I can further develop my skills and continue to advance in my career. | | Skills Expert with all Windows, MacOS, and Mobile OS operating systems, excellent troubleshooting and problem-solving skills |  Education High School diploma from John Hersey High School | |  | | --- | | Experience **Counter Intelligence Agent,** Geek Squad, Bellevue, WA  March 2019 - Present   * Communicate department goals, as well as other pertinent company information to the employees of the store. * Provide on-going coaching, training, and acts as a consultant to other agents and store employees to achieve goals and high standards of customer service. * Perform product maintenance, repairs and technology services as necessary while working directly with clients. * Resolve escalated tickets in a timely manner while keeping up to date with clients.   **Consultation Agent,** Geek Squad, Bellevue, WA  June 2016 – March 2019   * Coordinated hardware and software repair processes with outside vendors. * Set up, tested and configured networks, desktops, laptops, and printers how individual clients specified. * Trained new employees in effective diagnostic and repair procedures * Use de-escalation and conflict resolution skills to develop understanding and results for clients. * Worked alongside coworkers to solve client issues.   **Executive Assistant,** Baxter & Beasley, Palatine, IL June 2012 - June 2016   * Process all incoming client’s animals and data entry. * Coordinate all incoming and outgoing calls for office. * Manage employees on daily basis to ensure tasks are completed and all animals are fully cared for. * Create weekly work schedules for entire company. * Manage/Assist all building operations/meetings/conferences and responsible for ordering all office supplies. * Responsible for making sure all health code and necessary health requirements for animals and facility are met to standard. | |