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| Nicholas Burrows | | | | | | | | | | | | | | | | | |
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|  | P |  | 360-348-7045 |  | E |  | Burrowsnick14@aol.com |  | A |  | 13631 51st Ave Ne Marysville WA,98271 | | |  | W |  | www.linkedin.com/in/nicholas-burrows-8679807b |
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| Objective | | | | | | | | | | | |  |  | | | | |
| Education | | | | |
| Self-motivated Driven professional with 7 years of customer service experience and 8 years total technical experience. This experience includes troubleshooting everything from network devices to configuring 3rd party email clients. Continued recognition for providing exceptional customer experience. | | | | | | | | | | | |  | University of Phoenix  Phoenix  AZ  GPA: 3.5  Degree: Associates of Arts  Concentration: Information Technology  Certifications: Network Support Completed course  * Information Systems Fundamentals * Foundation of Local Area Networks * Foundation of Cloud Services * Foundation of Networking * Windows Server Configuration * IS Security Concepts * PC and Device Fundamentals * Introduction to Computer Applications and Systems  KEY SKILLS  * Trouble shooting * Project management * account management * network fundamentals * information technology  AWARDS  * Dare to Soar | | | | |
| Experience | | | | | | | | | | | |
| Comcast  March 3,2014- Current  Technical Support Representative  Level 4 Customer Experience Professional  Best Buy  2013-2014  Computer and Tablet Sales Consultant | | | | | | | | | | | |
| Communication | | | | | | | | | | | |
| * Created and rolled out a training that helped teach agents on useful de-escalations skills * Created a document that assisted in letting agents know when to escalate and when to offer 2 hour callback escalations, this document also touched on different process on how the lead team handles these escalations. * Created and developed new unit connections for our pals to cover with learners to increase the scope of skills our learners get from training. * Assisted with de-escalation practices so that learners are well equipped for live calls. * Balanced schedules between the training supervisor, trainers, learners and pals to achieve goals for learner development. | | | | | | | | | | | |
| Leadership | | | | | | | | | | | |
| Lead Team | Comcast  Jan 2019 –Current  Responsible for assisting Supervisors with Live escalations and assist with providing an excellent customer experience with chronic callers who request to be escalated. As a Lead agent we were also responsible for assisting with new hire development and training on how to take calls and what to expect.  Onboarding PAL | Comcast  Aug 2020- Nov 2020  Responsible for assisting in new hire training development. As an onboarding PAL we balance the scheduling between new learners and current working PALs taking calls, pairing up new hires with PAL so that they have the opportunity to learn more hands on with professionals working on the phones.  Youth Leader | Real Life Ministries  2015-Current  Responsible for conducting meetings with youth Staff and collaborating youth events. Supervise and teach lesson for youth kids and answer any questions that are asked. As well as coaching any of the kids that would like to job shadow for school projects, honor society or just have a desire to do this specific concentration in the future. | | | | | | | | | | | |

### References

Carrie Guild –Retail Store Manager

Comcast

(425)830-8693

Josef Eads-Supervisor, Customer Experience

Comcast

(425)626-0614

Matt Sheldon-Supervisor, Customer Experience

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Korinna Burke- HFC Tech 1, XOC

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