| . | Carl Civil  **Contact**  **Address**: Portland OR  **Phone**: (863) 873-9551  **Email**:Carlcivill@gmail.com  **Education**  **Bachelor of Science**: **Computer Science**, 2014  **Florida International University** - Miami, FL  **Associate of Arts**: **Humanities**, 2014  **Florida International University** - Miami, FL    **Skills**   * Microsoft Office/Excel/Docs * Apple Hardware Imaging and Repair * Network diagnostics * Google Workspace (formerly G Suite) Certification * JAMF Set-up and Maintenance * Remote Desktop & End-User support * Customer Service Support * Technical Support * Predictive and Preventive Maintenance * Crisis Intervention and De-escalation * Team Leadership * Safety and Security   **References**   * Rian Peck Lawyer/Roomate 503-367-3839 * Jadryn Ownby Coworker 801-643-3595 * Zach Bear Coworker/Close Friend 503-367-3839 |  |  | **Work History**  **Customer Success; Merchandise Success Associate, 0**8/2019 to 02/2020  **Modsy (Pencil And Pixel, Inc.)** - Portland, OR   * Custom built 3D-rendered rooms for Modsy customers. * Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns. * Promoted within the first month to Merchandise Success.   **Customer Support Agent,** 01/2019 to 09/2019  **College Hunks Hauling Junk** - Tampa, FL   * Liaised between independently owned franchises and nationwide customer base. * Offering advice and assistance to customers, paying attention to special needs or wants. * Grew sales and boosted profits, applying proactive management strategies and enhancing sales training.   **Computer Repair Technician,** 09/2017 to 10/2018  **Tampa's #1 PC Repair Specialists** - Tampa, FL   * Disassembled computers to perform diagnostics and check for repair needs. * Researched and identified problems with computers and advised staff and clients on plans of action. * Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.   **Insurance Producer/ Call Center,** 01/2017 to 08/2017  **Fiorella Insurance Agency, Inc** - Stuart, FL   * Calculated quotes and educated potential clients on insurance options. * Forecasted premiums and established payment methods for sales. * Provided information in promotion of insurance packages, including features, policies and relative advantages.   **Head Teacher,** 01/2016 to 11/2016  **KinderCare** - Sunrise, FL   * Maintained a child-friendly environment with access to outdoor activities. * Delivered individualized programming and differentiated instruction for different students and their individual needs. |  |
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