

Dalton Young

Cedar Creek, TX 78612

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Hard working games and tech enthusiast, skilled in critical thinking and problem solving. Moved to higher skill hardware support team within 6 months. Skilled in effectively communicating technical problems and steps to reproduce and find potential solutions for said problems.

Strong ability to learn and apply new concepts quickly. Good understanding of C# and Python, in addition to using tools such as Visual Studio and Unity.

Strong ability to teach myself new skills and

Authorized to work in the US for any employer

Work Experience

Hardware Support Specialist

Sitel Group - Orem, UT

September 2021 to April 2022

Hardware Support Specialist for Client's systems. Receives calls from consumers that need assistance troubleshooting problems with their hardware. The job requires quick critical thinking, problem solving, and effective communication to relay instructions and troubleshooting steps to consumers to perform over the phone. Quickly moved up to the higher skilled support team within 6 months.

FC Associate

Amazon.com - Salt Lake City, UT

September 2020 to August 2021

Outbound graveyard shift associate making sure that packages get onto pallets, gaylords, and carts to then be transported to other facilities. Responsibility included being an ambassador, or trainer, for new-hires and cross-trained warehouse associates. Trailer-Dock-Release, or TDR, trained, in addition to being an operator of select robotic systems on the warehouse floor.

Captioning Agent

CaptionCall - Orem, UT

April 2020 to September 2020

Responsibilities include captioning phone calls for individuals with impaired hearing.

Education

High school diploma in General Studies

Green River Community College - Auburn, WA

August 2017 to May 2019

High school diploma in General Studies

Tahoma Senior High School - Maple Valley, WA

August 2015 to May 2019

Skills

- Warehouse Experience (1 year)
- Pallet Jack (1 year)
- Shipping & Receiving (1 year)
- Computer skills (10+ years)
- Customer service (2 years)
- Logistics
- Packaging
- Freight Experience
- RF Scanner
- Critical Thinking
- Interpersonal Skills
- Conflict Resolution
- Empathy
- Load & Unload
- Video editing (1 year)
- Technical Support
- C#
- Python
- Unity
- Technical support (Less than 1 year)
- Visual Studio
- HTML5