

# DAVID GRIFFIN

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Surprise, AZ 85379

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## CAREER SUMMARY

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Aspiring IT Support Specialist with hands-on training in hardware, operating systems, and networking through Year Up United's intensive career development program. Selected as a Student Ambassador for demonstrating leadership, initiative, and professionalism. Background in high-volume customer service and technical troubleshooting across retail environments, with a track record of problem resolution, process improvement, and clear communication. Currently pursuing industry certifications, including the Google IT Support Certificate, PSM I (Scrum), and CompTIA credentials. Passionate about connecting users with effective technical solutions and pursuing ethical, human-centered applications of technology.

## AREAS OF EXPERTISE

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IT Support | Troubleshooting | Networking Basics | Windows OS | Customer Service | Ticketing Systems | CRM Software | Remote Support | Documentation | Technical Communication | JavaScript | Python

## PROFESSIONAL EXPERIENCE

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### COSTCO WHOLESALE

Surprise, AZ

#### Customer Service Associate (Bakery)

Oct. 2024 - Jan. 2025

- Delivered reliable end-user support by assisting 50+ customers daily with personalized product guidance, reinforcing responsiveness and service excellence under time pressure.
- Maintained compliance and operational readiness by sanitizing equipment and workspaces daily, ensuring a safe and efficient work environment.
- Managed accurate inventory restocking to meet real-time demand and reduce workflow bottlenecks during high-volume hours.
- Ensured data accuracy in product labeling and quality assurance for over 300 baked goods daily, demonstrating precision and attention to detail in repetitive tasks.

### LOWE'S COMPANIES, INC.

Goodyear, AZ

#### Customer Service Associate

Feb. 2022 - Feb. 2024

- Diagnosed technical and product-related issues for DIY and contractor customers, providing tailored solutions and increasing repeat business by 60%.
- Utilized CRM software (RedVest) to manage customer inquiries and track resolutions, improving satisfaction and reducing response time by 35%.
- Collaborated with cross-functional teams to identify and correct inventory discrepancies, boosting supply accuracy and streamlining fulfillment workflows.
- Applied critical thinking to resolve hardware compatibility questions and explain product features, mirroring first-tier help desk support scenarios.

## EDUCATION & TRAINING

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### ESTRELLA MOUNTAIN COMMUNITY COLLEGE

Associate of Applied Science – Artificial Intelligence and Machine Learning

Expected May 2026

### YEAR UP UNITED

Hybrid

#### Certificate- Information Technology

Mar. 2025 - Present

- Year Up United is an intensive career development program with 250 corporate partners, college-level courses, professional training, and a six-month internship.
- Specialized coursework in computer architecture, device management, network configuration, technical customer service, desktop management, troubleshooting, and technical documentation.
- Engaging hands-on learning experiences in hardware and software support, system diagnostics, network configuration, and customer service.
- Serving as Student Ambassador to mentor peers and promote engagement.

## Certificate– Full Stack Web Development

Mar. 2025 - Present

- Completed a 24-week intensive boot camp with 240 in-class hours.
- Demonstrated mastery in front-end and back-end development tools including HTML5, CSS, JavaScript, React, Node.js, MongoDB, MySQL, Express.js, Git/GitHub, Heroku, RESTful APIs, and more.
- Built full-stack applications through individual and group projects.
- Gained experience in Agile, QA testing, and collaborative software development.

## TECHNICAL SKILLS

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Proficient in Microsoft Office 365, Windows OS, VMware, GitHub, CRM software, ServiceNow, Remote Desktop tools, Point of Sale (POS) systems, Zoom and Basic Python programming.

## LICENSES & CERTIFICATIONS

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**GOOGLE** - Technical Support Fundamentals

## RECOGNITION

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### Student Ambassador

Mar. 2025 - Present

*Selected as a Student Ambassador at Year Up United*

- Introduce guest speakers and facilitate dynamic Q&A sessions, enhancing engagement and creating valuable learning opportunities for cohort members.
- Represent the program at in-person events with donors and corporate partners, building professional rapport and contributing to positive stakeholder relationships.
- Provide support during panel discussions and corporate site visits, ensuring seamless event coordination and effective communication between students and external partners.
- Lead and promote student leadership initiatives across the full cohort, fostering a culture of peer empowerment, collaboration, and professional growth.