



Randall Burgess

7901 Delridge Way Sw
20D
Seattle, WA, 98106

(360)402-2780

randallallenburgess@gmail.com

RELATABLE EXPERIENCE:

Admissions Advisor at Trilogy Education Services

January 2016 - October 10th 2019

Supervisor: Eduardo Ramos

Job Description:

In my role at Trilogy, I am responsible for portraying the face of our bootcamp programs. I spend my days speaking with students on the phone and building relationships to make sure we get people coming into our courses the best possible student experience. I have been working in my role since Trilogy was a start up, and have been integral in setting up office tech and network systems, as well as training and guiding new advisors. I have spent time within the organization working with issues well out of my job description, and am always looking for other ways I can help the company be successful.

Field Technician at Office To Go

September 2014 - January 2016

Company Owner: Bradley Krause

Supervisor: Craig Walker

Job description:

In my former position, I did PC repairs and networking for commercial and residential clients. I was also responsible for scheduling calls for myself and other technicians, invoicing customers, speaking with our clients over the phone to assess their needs and general office work.

Remote Service Technician at Support.com

July 2013- September 2014

Supervisor: Ryan Brown

Job description:

Using multiple software sets, I receive calls from customers across the country in order to mitigate their wireless networking and computer issues.

While at this position I have been responsible for providing customer service configuring home network settings and topology, using remote access tools to troubleshoot network connectivity and browser issues, as well as installing and troubleshooting network peripherals on PCs over the phone.

Freelance PC Technician

2006-present

As a freelance technician I have provided the following services:

- Custom PC building
- Hardware component replacements and upgrades
- Troubleshooting PC software and hardware
- OS and system software installation
- Virus Removal
- Disk space optimization
- Home network set up and maintenance

RELATED SKILLS

- Experience working in tech field
- Fantastic interpersonal skills in person and over the phone
- Basic knowledge of programming

EDUCATION

Mount Si High School

Snoqualmie, WA
Class of 2006

Bellevue College

1 year of general studies

UW Coding Bootcamp
Current student

REFERENCES

Jeff O'Kelley | Director of Training at Trilogy Education Services
Relation: Former Manager
(954)708-8977

Mary McGuire | Admissions Manager at Trilogy Education Services
Relation: former co-worker/friend
(954)952-5010