**RANDALL BRESAW**

Technical Support and Customer Service Specialist

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**RANDALL'S RESUME**

**EMPLOYMENT HISTORY**

**Arise/ Open Door Multi-Services**

Company provides management and leadership for work at home opportunities. They employ and manage and lead groups of individuals who Tele-commute from home, servicing many well-known Companies like AAA, AT&T, Sears, and many more.

AT&T Small Business Customer Service Rep.

Location: N/A

Duration: October 2010 - April 2011

Fufilling all customer requests within specified guidelines. Directing call's to proper departments, setting up payment plans, technical troubleshooting, and explaining the bill to the customer. This amazing job provided me with many skills in customer service and sales.

Amazon Customer Service and Technical support

Location: N/A

Duration: November 2013 – June 2014 ( Seasonal Employment )

Responsibilities Included Order management, Data Entry, Clear communication Skills, and minor Technical Support in browser optimization and Mobile Device support. This was a short Seasonal Position.

**Stream Global Services**

A Call Center base work environment that Teaches and manages their employees to an incredibly high standard and earns the Respect of their employees by taking their interests to heart. They have highly improved my skills for a call center environment.

Location: 46th street and Baseline road. Phoenix AZ

Duration: February 2012 –October 2013

Apple Inc.

Pay:11.25$

I worked for Apple Inc. as a client of Stream Global Services, offering technical support ( we covered everything from kernel panic(a lot like the BSOD) to managing network settings and security), database management, pre-sales and tele-sales and many more responsibilities over the phone. All of this was done while still achieving Apple’s white glove treatment for Customer satisfaction.

**Cognizant**

A fortune 500 company Call Center with a large Range of Clients and Recruiting Agencies, the Company itself has most of its roots in India and so the work environment encourages diversity and interesting culture.

Location: 25th Street and Dunlap Road, Phoenix AZ

Duration: July 2014 – Jan 14th 2015

HMH ( Houghton Mifflin Harcourt )

Pay:14.00$

Houghton Mifflin Harcourt is an Educational Publisher that publishes School and other educational books used across most of America in school systems, This Client has moved a Majority of its books now online so they need Technical Service Agents to provide support to their various websites, App’s and other Digital Services like Database management. This is a Pilot position that the client is testing out to see if they want to bring American technical service agents on permanent basis.

**EDUCATION**

1: 12th Grade Equivalent Diploma.  (Phoenix College. 15th Ave. and Thomas)  
2: Comptia A+ Certified   
3: Apple Technical support Certified( Stream certified for Apple CPU support)

+ experience with mobile devices and desktop/laptop computers both Hardware wise (taking apart gadgets and putting them back together is a past time of mine if I have the right materials)

And Software wise (Studying programming is another Hobby of mine that could contribute skills to the work place)