

John Michael Bellows

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SKILLS

soft skills

- written communication
- verbal communication
- active listening
- customer interaction
- problem solving
- client/pain point awareness
- service and client education

tools

- MS365
- Google Workspace
- LibreOffice
- Chat support
- Phone support
- Email support
- ITSM/ITIL
- Active Directory
- LMS/LXP
- Wordpress
- LLM training/copyediting

TRAINING

- Prof Messer CompTIA A+ Exam
- CompTIA Complete Course & Practice Exam (Jason Dion)
- MS 365 MS-900 Course with Practice Sims (John Christopher)
- IT Support Technical Skills Helpdesk (Kevin Apolinario)
- Introduction to Service Management w ITIL 4 (Jason Dion)
- Active Directory: Sites and Replication w Lab (Vitalii Shumylo)

CERTIFICATIONS

- IT Service Desk: Service Management
- Troubleshooting IT Remote Administration
- Zendesk Customer Service Professional Certificate

via LinkedIn Learning

PENDING CERTIFICATIONS

CompTIA A+ ■■■■■■■■■□□

MS365 Fundamentals ■■■■■■■■■□□

Python/C# ■■■□□□□□□

PROJECTS

- Assembled Windows PC with Win7, 10, 11
- Assembled Linux workstation with Mint, Pop_OS
- Built Orange Pi Linux file server
- Configured home networks for remote work readiness-Windows, MacOS

EXPERIENCE

Nov 2022 to Jan 2025

Trader Joe's | customer service

- Initiated inventory receiving, cataloging, deployment
- Performed regular online catalog access and updates
- Engaged with customers for a meaningful shopping experience including product education

Feb 2022 to Sep 2022

Nike WHQ (via Stefanini) | technical support, tier 1

- Trained new hires on essential software tools
- Performed inventory checks for Nike employee devices and software
- Carried out technical support and troubleshooting for software and hardware issues
- Resolved printer and copier issues throughout Nike campus
- Maintained local and remote printer server readiness

Aug 2021 to Dec 2021

Game Play Network (via Ajilon Employment) | customer service

- Troubleshooting account applications
- Assisted new players in becoming familiar with the service
- Wrote or edited outbound emails to inform players
- Addressed customer phone calls or chat messages to troubleshoot account issues or familiarize users with the service

Feb 2020 to Dec 2024

Online ESL coaching

- Utilized the Google Workspace platform
- Facilitated Zoom/Teams/Skype/GMeet sessions
- Maintained resource for clients: campsite.bio/jackdetroit

EDUCATION

1993 Bachelor of Arts, English and Journalism
University of California at Riverside, USA

ADJACENT DETAILS

- Two Masters degrees in English and Education
- Prior career as a teacher
- Training at Udemy, FreeCodeCamp, LinkedIn Learning, independent onsite applications
- IT knowledge base mentoring-LAIKA, Intel, Nike, Atlassian, Zebra, Trader Joes