



Kevin Lyons

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SUMMARY

Ambitious student pursuing Full stack web design certificate eager to contribute developed knowledge in a web programming role. Skilled in HTML5, CSS and Javascript languages. Adaptable and driven with strong work ethic and ability to thrive in team-based or individually motivated settings.

SKILLS

- Application installations
- Software upgrades
- Hardware upgrades
- Hardware configuration
- Hardware diagnostics
- Technical troubleshooting
- Computer maintenance
- Call center experience
- Critical thinking
- People skills
- Basic math

EXPERIENCE

Tier 2 Customer Support

Bellingham, WA

School Specialty Inc./ Mar 2017 to Sep 2020

- Assessed escalated calls and issues to determine appropriate troubleshooting methods for remediation.
- Responded to support tickets within 24 hours to improve customer service.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Answered support calls and emails from corporate customers needing assistance with school supplies and our products.

Produce Clerk

Bellingham, WA

Safeway/ Dec 2014 to Feb 2017

- Assisted customers based on currently available product, promotional and policy information.
- Verified invoices against delivered merchandise to check shipment accuracy.
- Completed daily cycle counts and monthly audits of specified segments to keep inventory current and accurate.
- Received and unloaded new products upon delivery, checking for damage and order accuracy.
- Checked prices and found requested products in store for customers.

EDUCATION AND TRAINING

Some College (No Degree): General Education

Whatcom Community College

Bellingham, WA

Certification : Full Stack Web Design

University Of Washington Expected in Mar 2021

Seattle, WA

WEBSITES, PORTFOLIOS, PROFILES

- <https://www.linkedin.com/in/kevin-lyons-237a171b9/>
- <https://lax-walrus.github.io/the-first-portfolio-hw/index.html>
- <https://github.com/Lax-Walrus>