

ANDREW RAGAN

CONTACT



Anchorage, AK 99507



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SKILLS

- Drive to learn
- Attention to Detail
- Microsoft Software Proficiency
- Apple Software Proficiency
- Written Communication
- Good Telephone Etiquette
- Dependable and Responsible
- Analytical and Critical Thinking

CERTIFICATIONS

- CompTIA ITF+ Certification

Experienced individual providing high-quality technical support to various departments. Highly organized and detail-oriented with great multitasking and task prioritization skills. Focused on learning and providing above and beyond technical support services.

PROFESSIONAL EXPERIENCE

August 2023 - Current

Member Service Representative *Planet Fitness*, Eagle River, AK

- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Handled complaints with prompt, courteous service to uphold professional reputation.
- Educated and engaged customers with new fitness products and services.
- Responded to customer calls and emails to answer questions about products and services.

March 2023 - June 2023

Aircraft Refueler *International Aviation Services Inc*, Anchorage, AK

- Drove fuel trucks, hydrant carts and stationary carts to complete work.
- Fueled airline equipment according to exact work orders.
- Handled aviation fuel and chemicals with correct procedures and quality control standards.
- Kept equipment clean and functional with regular inspections and upkeep.

December 2021 - May 2022

Firearms Sales Associate *Bass Pro Shops*, Anchorage, AK

- Maintained knowledge of, employed and enforced best practices for safe handling of firearms and accessories.
- Processed as many as 40 background checks daily using both Bass pro software and traditional NICS phone-in checks.
- Engaged in friendly conversation with customer to better uncover individual needs.
- Answered customer questions about products and services, helped locate merchandise, and promoted key items.
- Assisted customers with purchasing decisions by providing relevant product and regulatory information.
- Monitored sales floor to identify customer service opportunities or need for loss prevention control measures.

January 2011 - December 2020

Infantryman (11B) *U.S. Army Active Duty*, Ft. Hood, TX

- Responded to emergencies with speed, efficiency, and knowledgeable assistance.
- Performed as fire team member during situational training exercises and infantry dismounted battle drills.
- Trained in use of tear gas, passive ordnance, and explosives.

- Led fire team during infantry dismounted battle drills and situational training exercises.
- Led basic reconnaissance operations and reported enemy movements to commanding officers.
- Maintained secure communication systems to relay information to and from command teams.
- Trained teams on emergency situation preparedness and integration of tactical planning, equipment maintenance and weapon use.

EDUCATION

Expected in May 2025

Bachelor of Science Software Engineering
Western Governors University