

Patrick Medley

Contact

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Education

Brigham Young University-Idaho, Rexburg, ID

Bachelor of Science in Applied Technology, expected graduation date: 2024

Work History

Influx - Bilingual Technical Support Representative

May 2021 – June 2022

- Provide technical support to customers over chat, email, and telephone, resolving issues related to hardware and software
- Maintain a 95% customer satisfaction rating

Freelance Web Designer and Developer

Sept 2018 - Present

- Collaborate with small businesses to design and develop custom websites, implementing responsive design principles and optimizing for search engines
- Utilize CSS, Bootstrap, JavaScript, and React to create visually appealing and functional websites

Engoo - Online English Tutor

May 2022 - Present

- Conduct engaging and interactive online English classes for students ranging from beginner to advanced levels

Ibex Global Inside Sales Representative

Oct 2019 - Jan 2021

- Responsible for managing the sales process for potential customers, as well as building and maintaining relationships with clients
- Consistently met and exceeded quarterly sales targets

Hinduja Global Solutions - Customer Service Agent

Apr 2016 - Aug 2019

- Communicated effectively with customers through a variety of channels, including phone, email, and chat
- Provided technical support, billing assistance, and general product information to customers

Experience and Qualifications

- TEFL (Teaching English as a Foreign Language) certificate
- Web Frontend Certificate
- Proficient in CSS, JavaScript, Bootstrap, WordPress, and React, Python, Flask and more!
- Strong communication skills with the ability to effectively communicate complex technical concepts to both technical and non-technical audiences
- Fluent in Spanish