



Paul Baker

Sales Expert, Customer Service
Specialist & Leader

Contact

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Education

High School Diploma:

Neuse Christian Academy

2008-2012

Associates in Science

Wake Tech Comm College

2016-2019

UNC Coding Bootcamp

2019 - Current

Personal Qualities

- Strong Work Ethic
- Patient in Stressful Moments
- Adaptable to Change / Flexible
- Self-Motivated
- Resourceful
- Creative & Innovative
- Willing to Accept / Apply Feedback
- Friendly & affable
- Task Oriented & Time Efficient

Profile

I am an experienced customer service representative who has demonstrated an ability to meet company goals in a variety of service-related positions. I have an associate's degree in science and a strong interest in pursuing a career in computing. I am currently participating in a UNC coding boot camp, which I believe will enhance my skills in various, currently relevant computer languages. I am looking for a starting position in a company that provides computing solutions and/or support which will enable me to employ my current experience and allow me to pursue my career goals.

Experience

Mobile & Appliances Sales Consultant

Best Buy, Raleigh North Carolina | Jan 2016 – Current

- Worked frequently with Geek Squad assisting in cloning operating systems, replacing hard drives, transferring data, performing system restores and tutoring clients on everything that is their PC/Phone
- Provide over the phone client training on Android/iOS and Windows OS
- Independently resourceful to retrieving unknown knowledge before relying on others
- Facilitated sales of phones and contracts for companies such as Sprint, Verizon and AT&T
- Educated clients on multiple forms of technology to help build their confidence and ability to grasp the speed that technology is moving
- Consistently hold highest score in NPS (customer surveys)

Personal Experience

- Worked on school and personal coding projects using Java, C++, HTML, CSS, Javascript and other languages
- Spend personal time gathering knowledge on Active Directory and VPN access
- Introductory understanding of Windows troubleshooting through CMD
- Standard practice using Remote Desktop Connection

Other Positions Held:

Front-End Manager / Bartender / Server | O'Charleys, NC | Feb 2014 – May 2015

Shift Manager | Tropical Smoothie Café, NC | Oct 2009 – Sep 2014

Skills

- | | | |
|------------------------------------|---------------------------|---|
| • Speaking to / Assisting Clients | • Customer Service | • Intuitive |
| • Microsoft Suite | • Client Education | • One who Executes |
| • Computer System Fluency | • Market / Sales Research | • Effective Communication |
| • Organization | • Business Strategies | • Introductory Understanding of Java, C++, HTML, CSS and C# |
| • Technology Advancements Research | • Conflict Resolution | • Building Computers |
| | • Time Management | |
| | • Positive Team Relations | |