Patrick Heil

Experienced support representative looking to work in Computer Science fields!

Heilpj@miamioh.edu
(630)-464-8454
Chicago, IL
www.linkedin.com/in/patrick-heil-2021

EXPERIENCE

Coinflip ATMs, Chicago IL— *Customer Support*

May 2020- PRESENT

Troubleshot, resolved or escalated technical issues based on customer or associates needs.

Interviewed clients to obtain vital case information and support associates.

Documented conversations with customers to track requests, problems and solutions.

Upheld high standards of customer services by responding to inquiries, needs and problems.

Maintained strict KYC/AML compliance policies

Ruffalo Noel Levitz, Oxford OH— *Student Caller*

October 2019- April 2020

Maintained and recorded customer information in our database.

Used scripted sales strategies to converse with customers reached by manual dialing and automatic systems.

Contacted private individuals or businesses by telephone to solicit donations.

Received and processed customer payments.

EDUCATION

Miami University, Oxford OH — *Computer Science*

Class of 2023- Current Junior

Specializing in cybersecurity and database management

PROJECTS
Personal Website– patrickheil.me

REFERENCES
- Dr. Bhunia : bhunias@miamioh.edu
- Tom Grohman : tgrohman@coinflip.tech
- Mae Freeze : mfreeze@coinflip.tech

SKILLS

– Good with teams

– Job experience working with blockchain technology

– Experience with ticketing system

AWARDS

– RedHawks Scholar at Miami University

– Eagle Scout

LANGUAGES

– English

PROGRAMMING LANGUAGES

– Python
– C++
– Java
– HTML/CSS
– SQL

CERTIFICATES

– *Technical Support Fundamentals* by Google Career Certificates