

# Robert Simpson

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Detail-Oriented Professional with experience in Communications, Design, and Software Development. Frequently praised as diligent by peers, I can be relied upon to help your company achieve its goals.

## EXPERIENCE

### Utah Business Attorneys — *IT Technician*

May 2022 - January 2023

- Troubleshoot issues on device-specific problems, network performance and internet connectivity
- Used proactive monitoring procedures and tools to identify problem-prevention opportunities.
- Delivered support for internet service and connectivity-related issues pertaining to operating system, PC and browser configuration.
- Conducted customer service recoveries using technical knowledge and business skills.
- Website Development

### Utah Business Attorneys — *Legal Assistant/Paralegal*

May 2022 - January 2023

- Conducted research and connected with partner agencies to gather essential information for service of legal documents.
- Updated case management system with notes, data and
- Delivered or arranged delivery of documents to judges and other law firms
- Updated and maintained database with accurate customer information and timely data entry.

### Farmers Insurance — *Assistant*

May 2018- November 2020

- Provided account information to customers and explained bill service policies and customer rights.
- Addressed customers courteously using suitable methods and problem-solving skills
- Followed up with customers regarding overall satisfaction

## EDUCATION

### Timberline High School, Boise ID (3.7 gpa)

August 2018 - May 2021

- Idaho Climate Justice League
- Varsity Tennis

## SKILLS

Software Evaluation

Miro

Figma/Figjam

HTML

Microsoft Windows and office

Mockups and prototypes

## Certifications

IBM Fullstack Software  
Developer Professional  
Certificate (Graduation  
March 2023)

Avocademy UX/UI  
Foundations Certificate  
(Graduation February 2023)

## LANGUAGES

Latin

Learning French

## **University of Utah, Salt Lake City Utah — *Bachelors (3.6 gpa)***

Expected Graduation 2025

- Bachelor of Science (B.S.) in Psychology (Neuroscience)  
Candidate.

## **PROJECTS**

### **Travelers Paradise — *UX Design***