

# Conner Wiley

(980) 229-7745

[Connerwileywork@gmail.com](mailto:Connerwileywork@gmail.com)

Columbia, SC

## Education

### University of South Carolina - Columbia

Columbia, SC May 2028

Bachelors in computer science

### York Technical College

York, SC May 2024

Associate in computer technology

Specialization: Programming GPA: 4.0

## Work Experience

Sales Associate | Dollar General | York, SC

April 2022 - June 2022

- Provided high-quality customer service to optimize customer purchasing and payment process.
- Educated customers on available product options to meet and exceed customer service experience.
- Investigated and resolved customer complaints or issues to strengthen store reputation and grow customer retention.
- Operated Point of Sale (POS) system quickly and accurately
- Restocked shelves and faced products in step with company policy.

Character/GM | Escapely | Remote

September 2022 - Present

- Leads virtual escape room experiences for groups of up to six clients via Zoom, while ensuring an engaging and enjoyable experience within a one-hour timeframe.
- Provides guidance and timely hints upon request, helping participants solve challenges while maintaining a balance between assistance and player autonomy.
- Cultivates strong interpersonal and customer service skills by creating a welcoming and entertaining environment, enhancing client satisfaction.

- Utilizes PowerPoint to deliver an immersive experience, adapting to varying client needs and maintaining smooth game flow in a virtual setting.
- Shows time management skills by balancing hint-giving and game pacing, ensuring teams complete all puzzles within the hour without rushing or slowing their progress.

## **Skills**

- Proficient in computer skills
- Microsoft Office
- Zoom
- Efficient Time Management
- Customer Service