

# Tucker Chatfield

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## WORK EXPERIENCE

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### Southwest Airlines

2016 – 2021

*Source of Support Representative*

*Dallas, TX*

- Provided internal application support for all frontline employees within CS&S and Ground Ops. Worked various queues to proactively prevent potential customer service issues.
- Worked on troubleshooting advanced application errors.
- Gathers data and assigns incidents to various technology partners such as Amadeus and Smartclixx.
- Communicates workarounds for known system defects to Technology, Ground Operations, Customer Support, and Customer Operations.

### Menchie's Frozen Yogurt

2015

*Assistant Manager*

*Colleyville, TX*

- Communicated with and assisted customers, while maintaining Menchie's core mission of "making you smile"
- Opened and closed the store, which included balancing all funds, cleaning, and preparing for the next shift.
- Safely handled food using knowledge gained from Texas Food Handler's training.
- Cleaned and maintained the store so that all guests received quality service, a quality product, and a happy environment upon entering the store.

### Pine Cove Christian Camps

2014 – 2015

*Counselor*

*Tyler, TX*

- Core Led up to eight children (grades 1-6) in interactive activities that included storytelling, organized arts and crafts, singing, and games.
- Articulated child progress and success with parents on a daily basis.

### Back and Neck Care Chiropractic

2013

*Office Assistant*

*Bedford, TX*

- Organized and prepared patient files to give patients an efficient and enjoyable appointment.
- Cleaned and maintained the office.

## EDUCATION

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### Tarrant County College

2021-Present

*Bachelor of Science, Computer Science*

*Hurst, TX*

## SKILLS & CERTIFICATIONS

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- **Skills:** Customer Service, Application Support, Confluence, Leadership, Product Support
- **Certifications:** White belt in Six Sigma LEAN, Microsoft Office

## REFERENCES AVAILABLE UPON REQUEST