**Ty Book**

Jonesville, LA 71343

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SUMMARY

Electrical Engineering First-Responder with over eight years of practical experience performing upgrades, repairs, and testing of computer hardware and software systems seeking to apply skills in the role of Helpdesk Technician. Vast experience with installing core software packages, communicating technical information to end users, performing research, troubleshooting technical issues, team leading, and collaborating with internal and external teams. Looking forward to discussing opportunities to bring my skillset and drive to deliver the unrivaled care and value clients have come to expect.  

WORK EXPERIENCE

**Service Advisor**  *August 2022- Present*

*Natchez Ford*

* Managed the workflow and schedules of sales staff consisting of over 40 sales and maintenance professionals
* Navigated and deescalated customer issues to solidify client relationships and ensure repeat business
* Leveraged Customer Relationship Management System to troubleshoot and resolve client service interruptions and discrepancies

**Team Lead - Lineman**  *June 2017- July 2022*

*Town of Jonesville, LA*

* Minimized outage time for the electrical systems of Commercial Buildings valued at over $1 Million
* Collaborated with Catahoula Parish utility departments on internal utility departments serving 8,900 individuals
* She led a team of 10 linemen and apprentices to reduce outage time from 2 hours to under 45 minutes, resulting in savings of approximately $3,800 and $21,000 for residential and commercial users, respectively.

**Lineman** *March 2015 – May 2017*

Town of Jonesville, LA

* Interpreted and assisted with the creation of Technical Diagrams required for job completion
* Performed the Installation and repair of electrical distribution systems for over $5 Million of Capital Assets
* Adhered to regulations set by OSHA, the US Department of Energy, and the Louisiana Department of Natural Resources to provide electrical services for a population of approximately 1,800 individuals.

SKILLS

* *Customer Services*
* *Conflict Resolution*
* *Troubleshooting*
* *Technical Diagramming*
* *Hardware Repair*
* *Hardware Upgrading*
* *Hardware Testing*
* *Software Troubleshooting*
* *Issue Escalation*
* *Technical Triage*
* *Verbal Communication*
* *Written Communication*
* *Documentation Procedures*
* *Report Writing*
* *User Authentication*
* *User Authorization*
* *Operating Systems*
* *BIOS*
* *Microsoft Office*
* *Microsoft Windows*
* *Windows 10*
* *Windows 7*
* *Virtual Private Networks*
* *Local Area Networks*
* *Project Collaboration*
* *Information Technology Service Management*
* *Help Desk Support Ticketing Systems*

EDUCATION AND CERTIFICATIONS

**Google Technical Fundamentals**

C*redential ID VPZZVVEUAJV8 -*[*Validate*](https://www.coursera.org/account/accomplishments/certificate/VPZZVVEUAJV8)

**Louisiana Tech University**

*General Education Development Diploma*

**Google IT Support Specialist**

*In Progress*

***State of Louisiana***

*Commercial Drivers Licenses: Class B*