

Technical Support Specialist Technical Support Specialist Technical Support Specialist - Conduent Meridian, ID Support specialist with 2+ years of experience with fixing issues on mobile devices along with experience in software development. I am looking to utilize the skills that I have developed to further my career in the Information Technology field. Work Experience Technical Support Specialist Conduent - Boise, ID September 2015 to Present Handling customers with inquiries and complaints regarding company records, billing, contract renewals, and supply returns.

Leading customers to resolutions with their wireless devices through troubleshooting. Assisting new hire employees to gain an understanding of systems and processes through mock call interactions and live call support. Software Developer Armgasys Inc - Boise, ID September 2014 to 2015 Developing internal software utilized in keeping track of employee activities and completion of tasks assigned. Working closely with co-workers on developing strategies for completing and managing tasks assigned within teams. Testing and debugging of software to ensure smooth releases when pushed to live servers. Designing layouts and templates for pages within software to ensure smooth visual flow from section to section. Transferring data from excel documents into test systems to recreate live systems within the test environment. Group collaboration and code review to ensure format and functionality of overall system would not be interrupted when implementing changes. Education MERIDIAN TECHNICAL CHARTER HIGH SCHOOL - Meridian, ID June 2014 to September 2014 Skills PROBLEM SOLVER (4 years), Microsoft Office (10+ years), C# (4 years), Javascript (4 years), SQL (4 years) Additional Information Core Competencies Problem Solver Detailed and Organized Self-motivated

Name: Joel Johnson

Email: kristen60@example.net

Phone: 863-212-9631