Alan Tucker

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Work Experience

Phone Analyst   February 2021 - Present

Boise State University | *Boise, ID*

- Ready to learn how to solve different problems
- Communicate with those who need help through phone, chat, and email
- Collaborate with team members to troubleshoot customer questions

Work U Internship   February 2021 - May 7th

Blue Cross of Idaho | *Boise, ID*

- Research user experience
- Designed empathy maps and wireframes
- Worked on a team with many others to create Journey Maps

Education

Games, Interactive Media & Mobile   Expected : 2023

Boise State University | *Boise, ID*

- Innovation and Design, learning AR/VR, micro-controllers, and web design
- Object-Oriented Programming Principles
- Focused on new ideas of education and app development

Skills

- Leadership - In group projects, I tend to be the natural leader, helping others grow.
- A natural problem solver - As to why I work on the help desk, solving tech issues.
- Coding - I make apps in the Ionic Framework and use GitHub to host projects.