**Anthony Crandell  
Nampa, ID |** [**anthoycrandell@u.boisestate.edu**](mailto:anthoycrandell@u.boisestate.edu) **| 208-779-6105 |** [**LinkedIn**](https://www.linkedin.com/in/acrandell/)

**Education**

Boise State University – Boise, ID  
B.A. in Gaming, Interactive Media, and Mobile Technology (GIMM)  
*Expected Graduation: 2027*

* Dean’s List (Fall & Spring 2024) | GPA: 3.42
* HTML & Web Development, UX/UI Design, Game Development, Interactive Media

**Professional Experience**

Home Depot – Nampa, ID

Service Desk Associate   
*2020 – Present*

* Utilized point-of-sale (POS) systems and inventory management software to process returns, exchanges, and custom orders efficiently
* Coordinated 100+ special orders and installations, generating up to $1.2 million in yearly revenue
* Trained 30 + new employees in operational technologies and customer engagement strategies & heavy equipment use

Target – Nampa, ID

Electronics Team Member  
 *2019*

* Provided technical consultations on consumer electronics, troubleshooting software issues, and configuring smart home devices
* Managed backend inventory databases to ensure accurate tracking of high-demand tech products
* Promoted warranty programs and financing solutions to optimize customer investment in technology

**Sykes Inc. – Boise, ID**

Front Line Agent → First Class/Premium Call Support → Complex Air Ticketing Team  
*2017 – 2019*

* Leveraged Sabre’s GDS platform to resolve complex flight ticketing issues, reissue electronic travel documents, and optimize itineraries
* Provided high-level technical support for corporate travelers, ensuring seamless booking experiences across multiple enterprise platforms
* Assisted in launching a new operational branch, training 200+ personnel in travel technology solutions and best practices

Leadership & Projects

Gaming Club War Room Setup – College of Western Idaho 2022

Treasurer – College of Western Idaho Gaming Club *2021 – 2022*