Alexander C. Wood

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I have absolutely no idea what to say. Blah, blah, let me tell you about how passionate I am about technology. Insert something cliche/trite you've read a gajillion times. Tell me what you need me to do, and I'll do it. If I don't know how, I'll put my efforts into figuring it out. I'm here to do a job, the best of my ability.

EDUCATION

Grand Circus Java Bootcamp Detroit, MI   July 2018 – September 2018
Projects include: [Project one, Project two, Project three, etc]

CompTIA A+ Certification via ONLC Training Center   January 2017 - February 2017
CompTIA A+ Certification

Grand Rapids Community College, Grand Rapids, MI   September 2010 – August 2013
Associate of Arts with MACRAO

TECHNICAL SKILLS

- Java
- Mouse and Keyboard
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- Technical Skill
- Technical Skill
- Technical Skill

- Technical Skill
- Technical Skill
- Technical Skill

PROFESSIONAL EXPERIENCE

ParishSOFT, Ann Arbor, MI   December 2017 – February 2017
Customer Service Representative

- Triage and troubleshoot customer ticket pool
- Answer and interpret incoming customer calls
- Explain both the issue and solution at the user's level of understanding
- Escalate calls based on troubleshooting results

Ellis Parking Company, Grand Rapids, MI   January 2015 – January 2016
Supervisor

- Oversaw and managed weekend workers
- Worked extra hours when short staffed
- Responsibly handled, counted, and dispensed cash tips
- Problems solved missing cars, irate guests, employee issues, etc

Valet

- Greeted guests and patients
- Drove owners vehicles with utmost care
- Organized and managed main entrance staging area