

# Kyle Monroe

313 NE Repass Road • Vancouver WA 98665 • kyle.a.monroe@gmail.com • (503)-308-9109

## SUMMARY OF QUALIFICATIONS

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- Industry professional with 6 years of experience providing support in payroll accounting and customer service with proven diligence, capability, and leadership experience

## EDUCATION

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*Bachelor of Science (B.S.), in Telecommunications and Political Science*  
Indiana University, Bloomington, IN

Graduated May 2010

## WORK EXPERIENCE

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*Support Representative*  
Stream Global Services

Mar 2012 – Jul 2012  
Portland, OR

- Contracted Microsoft Xbox support representative that provided quality technical support and customer service for the Xbox LIVE service.
- Took ownership of issues and directed customers through troubleshooting of their hardware and software until issue resolution.

*Logistics Administrator*  
Protrans International

Nov 2011 – Mar 2012  
Indianapolis, IN

- Logistics Administrator that served as point of contact between a multi-national customer base and third party logistic companies.
- Served as hands-on point of escalation for day to day operational incidents and resolution of billing disputes.
- Collaborated with the accounting department to provide software expertise in compiling and analyzing billing flow charts to ensure further financial accountability and the honoring of payment contracts.

*Front Desk Associate*  
Marion County Election Board Service Center

Aug 2011 – Nov 2011  
Indianapolis, IN

- Front Desk Associate that provided first-rate service for constituents and staffers in based office automation role.
- Served as organization-wide scheduling point of contact between the public and electoral officials.
- Provided overflow support across various aspects of the election process including coordinating training sessions, programming and maintaining electronic voting machines, and payroll duties for staff.

*Manager*  
Mad Mushroom

Oct 2006 – Jul 2011  
Bloomington, IN

- Manager that worked with both employees and customers in shift-lead and escalation point role.
- Performed scheduling, staff allocation, employee training, process review, and other management duties.
- Responded to accidents and emergencies as on-shift escalation point, and documented incidents according to OSHA reporting standards.
- Took ownership of customer satisfaction concerns.