

Alexander Alban

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Personal Statement

I am a friendly, hard working, driven individual whose constant goal is achieving excellence, shown by a proven academic and professional record. I work exceptionally well with employees, customers, management, and on my own. I have experience working in multiple forms of customer service, both technical and public. I enjoy learning new skills which I can apply throughout my professional and personal life.

Work Experience

Manager/Shift Leader/Bookseller

Half-Price Books #057, 13492 US-183 N, Austin, TX, 78750

(May-2019 – July- 2020)

- Three months after being hired on as a Bookseller, I was promoted to a managerial position. My duties as manager included daily scheduling of staff, opening and closing the store for business (entailing balancing the currency in the safe and registers), as well as managing employees on the floor for their scheduled shifts. I also conducted training sessions for new and current employees, instructing them on the company's goals and best practices.
- As manager I interceded in scenarios that the employees were unable to handle, such as overly complicated transactions and potentially problematic customer interactions. After the scenarios were resolved, I then guided the employee on how these scenarios should be handled in the future.
- During my time as manager, I also improved store policies. This included updating the sexual harassment policy for more clarity and to better protect our employees, as well as how to more appropriately display sensitive merchandise.
- I have served as a bridge between the staff and management teams. I spoke with each individual on the staff regularly, gathering their thoughts, concerns, and feelings about the day to day workings of the store. I then ensured that these concerns were addressed, either by advising the employee of existing policies, or by communicating the information to the rest of the managerial staff.
- I also managed many technical aspects of the store, including being a first point of contact for the IT department, and doing on site technical support and cable management.
- My duties as a Bookseller included customer service, sales, display arrangement, and in-store maintenance. I also solely managed multiple sections, including Health, Travel, Children's Non-Fiction, Video Games, and others.
- I managed merchandise being sold by customers, appraising its value and condition using a wide range of sales data gathered from the various Half-Price Books locations across the country. Once this was determined, I then provide an offer based on these criteria.

Freelance Voice Over Artist

Self-employment

(July-2016 – April 2020)

- After leaving Dropbox, I focused my time and efforts on Voice Over Artist work/training. During this time I trained with various Voice Over professionals, including Chris Rager's "The Sessions", Lainie Frasier, and Bruce Carey of Voices Carey.
- As an independent Voice Over Artist, I worked with clients to create commercial products based on their wants and requirements. This included auditioning for the client, recording audio in my home studio on professional grade equipment, editing audio in Adobe Audition, and providing any additional recording the client requires to complete the project.
- I worked with several clients during my time as an independent artist, including Terra Nova Games, Dropbox, and Whole Foods Market.

Manager: Account Security Team Lead/Dropbox Support Specialist

TruSource Labs, 6800 Burleson Road, Suite 200 Austin, TX 78744

(March-2015 – July-2016)

- After seven months on the Payments team for Dropbox support, I was promoted to the head of the Account Security Team. In this position, I managed a multi-person team in identifying and assisting our customers and client with security issues.

- My duties as the Lead of the Account Security Team included the identification and tracking of emerging security issues, reporting these issues to my superiors at Dropbox, and communicating solutions to my team and our customers. I continuously surpassed output goals set for the department.
- In addition, I conducted multiple training sessions a year- educating my team, the general support staff, and new hires of security issues and best practices.
- When Dropbox was initially taken on as a client for TruSource Labs, I applied and was accepted in the newly developed employee program. After training was completed, I was assigned to the Payments Team, specializing in assisting customers with their Dropbox purchases and subscriptions.
- During my tenure on the Payments team I consistently exceeded the goals set for both number, and the quality of support ticket output. I also made multiple contributions to assist and improve the team as a whole, including creation of both improved and new macros for our agents to utilize while assisting customers, and documentation and production of detailed notes from our interactions with higher tier agents at Dropbox. This allowed the team to have an up-to-date resource for any issues affecting this team specifically.

Customer Service Representative for Nest Labs

Spot BPO/TruSource Labs, 6800 Burleson Road, Suite 200 Austin, TX 78744

(March-2014 – March-2015)

- When hired, I was trained in and assigned to assist customers with their Nest Learning Thermostat and Nest Protect Products. These responsibilities included examining and researching HVAC systems for compatibility, and troubleshooting both devices' hardware and software. This support ranged between troubleshooting the device itself, to other factors such as the HVAC system and Wi-Fi access points. I also assisted customers with their orders.
- In May of 2014 I applied and was accepted into the Written Support Team. Here, I continued to assist customers in written form, and adapted my skills appropriately. In these cases, I probed for all of the relevant information and carefully examined previous interactions with the customers to solve these issues quickly and efficiently, with the highest possible amount of customer satisfaction.
- Beginning in October of 2014 I was reassigned to Support for the recently acquired Dropcam. After completing the self-paced training, I began answering emails for this team. When I was assigned, the total number of cases was over 2,000. Within a few weeks, our team managed to make that number quickly drop to approximately 100.

Server

Bella Luna Pizzeria, 121 W Main St, Trinidad, CO 81082

(May-2012)

- During my time in this position, I was taking customers' orders, delivering those orders to the cooks, and serving food and drink. I would also take phone-in orders.
- I also worked cleanup maintenance, mopping and maintaining the floors and dishes.
- Work experience temporarily halted due to major personal injury.

Sales Associate

(Oct-2011 – Apr-2012)

G2K Games, 704 Commonwealth Dr., Norton, VA 24273

- My responsibilities included sales, arranging displays, maintaining the sales floor, and customer service.
- I handled used merchandise being traded in by customers, as well as sorting and arranging games, movies, and music by genre.
- I provided friendly service to all customers by assisting them in locating and purchasing the items they desired, and in the trade of used and new merchandise.

Temp.

(Dec-2010 – Jan-2011)

Edible Arrangements, 11 River Walk Mall, S. Charleston WV 25303

- I worked with a professional team to create decorative arrangements out of fruit. This was accomplished by selecting, cutting, and skewering the fruit, and then arranging it to the customer's specification.
- I would also work cleanup maintenance, mopping floors and washing dishes.

Sales Associate

(Dec-2009 – Jan-2010)

The State Journal, 13 Kanawha Blvd. West, Suite 100, S. Charleston WV 25302

- At this position I contacted former journal subscribers to gauge their interest in resubscribing to the business journal. This was accomplished via phone, and would be either redirected as a confirmed sale, or recorded as a non-buyer.

Customer Service Representative for USAA**(May-2008 – Aug-2008)****Sykes Enterprises Inc., 1000 Sykes Blvd., Wise VA, 24293-4343**

- While I worked at this location, the Sykes call center was contracted by the United Services Automobile Association (USAA) Bank, a U.S. Military bank. I handled debit card fraud, receiving calls from customers who had suspected fraudulent activity on their account
- Using the USAA computer system, I verified their identity, checked their accounts, and shut down cards that had verified fraudulent activity.
- In this job, I dealt with customers who were both angry and confrontational, helping me improve my conflict management skills.

Education**University of Virginia's College at Wise, 1 College Avenue, Wise VA, 24293****(Aug-2008 – Apr-2012)****History Major, Alpha Sigma Phi Fraternity President, GPA: 3.8****Mountain Empire Community College, 3441 Mountain Empire Rd, Big Stone Gap, VA 24219****(June 2006 - May 2008)****Core Requirements, Governor's School, GPA: 3.9****Appalachia High School, 205 Lee Street, Appalachia, Virginia 24216****(Aug 2002-May 2008)****Advanced Diploma, Valedictorian, GPA: 4.2****Community Service Volunteer****President****(2010 – 2012)****Alpha Sigma Phi**

- As a member of Alpha Sigma Phi Fraternity, our chapter would organize fundraisers to raise money for the LiveStrong Foundation. These fundraising activities varied, ranging from bake sales to landscaping.
- The fraternity would also participate in road cleanup for the community, clearing garbage from roadsides.

Captain**(2008 – 2011)****UVA Wise Marching Highland Cavaliers**

Every year I was a member, the UVA Wise Marching Band raised money and participated in a canned food drive for the Homeless Shelter and Hope House in Norton, Virginia.

Achievements

Sykes Customer Interaction Training

Burns Leadership Institute

Alpha Sigma Phi Academy of Leadership

Texas Food Handler Safety Certification

Texas TABC Seller-Server Certification

ActivitiesUVA Wise Marching Highland Cavalier Band, 1st Chair Alto Saxophone, Captain

UVA Wise Theater, Community Theater: Actor, Director

UVA Wise Peake Honors Society

Alpha Sigma Phi, Epsilon Tau Chapter: Recruitment Manager, President Phi

Alpha Theta Historical Honors Society