

# **Alexander Alban**

1511 Faro Drive APT 190, Austin, TX, 78741 \* albanalexander@gmail.com \* Tel: 1-276-220-3104

## **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**

### **Web Developer/Student**

**Austin Coding Academy**, 701 Brazos St Ste 1616, Austin, TX 78701

(Aug-2020-March-2021)

- During the COVID-19 crisis, I started attending Austin Coding Academy for Full-Stack Web Development.
- I have learned several coding languages during my time at the Academy, and have developed applications using HTML5, CSS, JavaScript, Express, MySQL, React, and Redux.

### **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 the scheduled shifts. I also conduct training sessions for new and current employees, instructing them on the company's goals and best practices.
- As manager I instructed employees on best performance practices of their duties, and I intercede in scenarios that the employees are unable to handle, such as overly complicated transactions and potentially problematic customer interactions. After the scenario is resolved, I then guide the employee on how these scenarios should be handled in the future.
- During my time as manager, I also improved store policies, including updating the sexual harassment policy both for more clarity and to better protect our employees, as well as how to more appropriately display sensitive merchandise.
- I served as a bridge between the staff and management teams. I take the time to speak with each individual on the staff regularly, gathering their thoughts, concerns, and feelings about the day to day workings of the store. I then ensure that these concerns are addressed, either by advising the employee of policies that we have in place, 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. Once this is determined, I then provide an offer based on these criteria to the customer. I then sort the merchandise, and also assign value to the items that have been purchased by the other Booksellers using a wide range of sales data gathered from the various Half-Price Books locations across the country.

### **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 work with clients to create commercial products based on their wants and requirements. This includes 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 have 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 allows 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.

## **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**

**Austin Coding Academy**, 701 Brazos St Ste 1616, Austin, TX 78701

(Aug-2020– March 2021)

## **Achievements**

Sykes Customer Interaction Training

Burns Leadership Institute

Alpha Sigma Phi Academy of Leadership