

Austin Tucker

(240) 357-4566 · austin.tucker94@gmail.com

Certified IT professional seeking an entry-level IT help desk role. Skilled in troubleshooting hardware and software issues, providing technical support, and improving system performance. Strong background in customer service, relationship management, and problem-solving.

KEY COMPETENCIES

Remote Desktop Support	Hardware and Software Troubleshooting	Strong Attention to Detail
Basic Scripting	Network Management	Task Prioritization
Ticketing Systems	Active Directory Management	Time Management
Incident Response	Microsoft 365 Suite	Data Analysis
IT Documentation	Customer Service and Technical Support	Goal Oriented

CERTIFICATIONS

CompTIA A+
August 2023

CompTIA Network+
February 2024

CompTIA Security+
October 2024

PROFESSIONAL EXPERIENCE

Sales & Leasing Specialist Century Auto Group

May 2018 - Present

- Utilizes client management and data mining software to establish and maintain positive customer relationships. Proactively generates personal leads through non-traditional avenues.
- Utilizes global tools to research relevant vehicle, product, and warranty information to deliver the best deal for the company and the customer in accordance with industry best practices.
- Prioritizes exceptional customer service to inspire customer retention by communicating openly, personalizing the process, and showing clear knowledge of all products and services.
- Communicates cross-functionally with internal and external partners such as financial institutions, insurance companies, and departments within the dealerships.
- Focuses on meeting and exceeding individual and company sales goals by promoting additional products and services while negotiating with customers to close deals.
- Attends industry-relevant trainings and seminars to stay up to date on the latest product information, releases, and trends.

Sales Associate Total Wine & More

September 2017 - May 2018

- Focused on driving Winery Direct and Spirits Direct portfolios directly to customers to increase business retention while exceeding sales targets.
- Executed team-oriented selling strategies to promote new and existing products while providing positive customer service experiences and establishing rapport.
- Maintained an inviting store environment through inventory management and cleanliness practices.

Event Executor Flying Dog Brewery

August 2017 - May 2018

- Coordinated and executed event-based promotional booths to focus on consumer interaction, driving product sales, and promoting brand image.
 - Educated customers on new and existing brewery products and company history through the use of educational materials and product samples.
-

EDUCATION

University of Maryland Global Campus | Pending Dec. 2025

Master of Science, Cybersecurity Technology

University of Maryland | May 2017

Bachelor of Arts, History

Frederick Community College | May 2014

Associate of Arts, General Studies