BRAXDEN HANZELKA

11817 S Cedar Valley Drive, Riverton, Utah 84065 • Cell: (801) 673-3848

bhanzelk@1800contacts.com

Skills

- Experience in Object Oriented Programming (Java and Python)
- Proficiency in Windows, MacOS and experience with Linux
- Experience in computer architecture which has led to a deeper understanding of how computers work and how to assemble them
- Excellent problem solving skills when working on a project.
- Experience with SQL queries and Database design.
- Courteous, professional demeanor
- Committed team player
- Ability to self supervise

Work History

1-800 Contacts, IT Help desk (October 2019-Present)

- Answer incoming calls and work with employee to ensure any and all computer issues are resolved
- Trouble shoot networking with knowledge TCP/IP, DHCP, DNS
- Collaborate with team and escalate problems as needed
- Set up and maintain hardware and software for company computers and mobile devices
- Assist with special audio visual projects

1-800 Contacts, Compliance Department/Prescription Verification (June 2019-October 2019)

- Provide excellent customer service
- Verify all prescriptions
- Reach out to doctors or customers as necessary
- Process new prescription orders

Vitalmend, Shipping Manager (June 2016-June 2019)

- Responsible for efficiently and accurately managing hundreds of orders daily including printing all orders in the que and making sure that the correct product is shipped
- Responsible for making all beard products including beard oil, beard balm, beard wax and beard shampoo
- Prized amongst co-workers for observational abilities leading to improved customer satisfaction

Education

Bachelor's Degree in Computer Science: Current:(Graduation 2021)
Westminster College – 1840 South 1300 East, Salt Lake City, Utah 84105

Accomplishments

- Currently on the Dean's list at Westminster College
- Maintained honor roll status and graduated high school with honors
- Awarded Mother Teresa of Calcutta Service Award for completing in excess of 100 service hours in a year.