

BRAXDEN HANZELKA

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

bhanzelka@1800contacts.com

Education

Westminster College

Bachelor of Science in Computer Science - Cumulative GPA 3.52

Skills

- Object Oriented Programming (Java and Python)
 - Experience with mySQL queries and Database design
 - HTML, CSS, JavaScript
 - Proficient with Git
 - Proficient with Windows, MacOS, and Linux
 - Experience in computer architecture which led to a deeper understanding of how computers function
-

Work History

1-800 Contacts, Helpdesk Technician (October 2019-Present)

- Liaison for vendors, internal agents, and SysOp managers on detection of potential trends, major incidents, process improvements, software issues, or difficult technical situations. Monitored different programs to alert, track, and resolve network vitals regarding various revenue generating streams.
- Acted as a point of escalation for different software development and DBA teams to address high priority calls and incidents. Collaborated with different business units to understand their respective workloads and provide technical solutions where warranted.
- Recommended process improvements through internal ticketing systems, provided a high degree of desktop and Windows account administration and support.

1-800 Contacts, Compliance Associate (June 2019-October 2019)

- Analyzed faxes and other HIPPA & FCCLA sensitive documents by utilizing both computer and legal documents from ophthalmologists and customers alike
- Performed exceptionally under the pressure and time constraints required

Vitalmend, Shipping Manager (June 2016-June 2019)

- Responsible for efficiently and accurately managing hundreds of orders daily including printing all orders in the queue and making sure the correct product is shipped
-