

# Blake Hancock

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## EDUCATION

### Kentridge High school

Graduated 2011

### BYU-Idaho

Associates Degree 2016

Bachelors of Science in Computer Information Technology 2020

## EXPERIENCE

### BCForward ♦ Jacksonville Fl

#### ***Customer Support Rep***

Oct 2020 – Current

Worked on contract for Bank of America in the Health Benefits Solution as a customer support representative. Taking inbound calls and assisting customers with HBS accounts.

### Via Transportation ♦ Lehi UT

#### ***Fraud Specialist***

Nov 2019 – Apr 2020

Investigated user accounts for suspicious activity using account history and various software to uncover account trends. Create and organize information collected into a case to make a final decision and relay that information to the customer. Constantly reviewed SLA. Work with customers who felt they had been wrongly convicted of fraud to reinstate account access.

### Via Transportation ♦ Lehi UT

#### ***Support Rep***

Nov 2016 – Nov 2019

I run the support side for Via Transportation and I work with live text support and email support with both riders and driver partners to ensure that everything runs smoothly.

### Jordan High School ♦ Sandy UT

#### ***Computer Lab Manager***

Jan 2016 – June 2017

I am in charge of running 4 class periods where I assist students take there online class. I mark attendance and give a grade for the amount of work that is completed as well as the productivity of the students.

### Accelas Solutions ♦ Rexburg ID

#### ***Front-end Development, Tech Support***

Mar 2015 – Dec 2015

Worked with customers in customizing CRM and Oracle software.

### BYU-I Testing Center ♦ Rexburg ID

#### ***IT-Support, Web Development***

Mar 2014 – Mar 2015

I work as a IT for the school. I help create and maintain Testing Center website and provide testing center computers with technical support when needed. I am a CIT major and so I get to use what I learn in the class at work.

## SKILLS

- I speak Portuguese. I have completed Portuguese 101 102 and 201.
- I am familiar in HTML, CSS, JS, jQuery, wordpress, bootstrap.
- Easy to talk to and get along with others
- I am proficient with MS applications and windows OS
- Proficient in Excel including basic VBA
- Great customer service background