

## Brian R. Aster

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### Objective

Hard-working, fast-learning employee with a proven track record of greatness. I'm looking to break into my chosen field of computer science and accelerate my career to the next level.

### Skills & Abilities

- Customer service (10+ years)
- Microsoft Office (8 years)
- Leadership (7 years)
- Technical Support (3 years)
- Call Center (3 years)
- Help Desk (3 years)
- Software testing (Junit)
- Python OOP (2 years)
- Java OOP (2 years)
- Javascript (1 year)
- Also have exposure to C, C++, HTML, CSS, PHP, Unix (all < 1 year)

### Experience

#### October 2017 – Present

Technical Support Representative, Fluid Management  
Wheeling, IL

#### Responsibilities:

- Take incoming calls from external customers, route calls appropriately.
- Troubleshoot with customers over the phone and by remote PC access to try and provide a phone fix.
- Look up parts and provide part numbers, availability, and pricing to customer.
- Update and network customer software via cat5 cable.
- Daily and weekly reports such as Call Logging, Daily Management Report, TSR Utilization Report.
- Participate in corporate conference calls with Home Depot, and Home Depot help desk to further cooperation and understanding of Fluid Management's product.

#### Achievements:

- Set a new expectation for how long new TSR training should take.
- Sold the most extended warranties on equipment in the TSR dept., 1<sup>st</sup> Quarter, 2019

#### May 2016 – September 2017

Order Selector, Associated Wholesale Grocers  
Oklahoma City, OK

Responsibilities:

- Selecting orders of grocery, meat/dairy, produce, and frozen product.
- Stacking orders on pallets in an organized manner.
- Driving an electric double pallet jack through the warehouse and through aisles to pick product quickly and efficiently.
- Listening to an electronic headset for location of product to pick, as well as which loading dock to drop the order off at once done selecting the order and preparing it for shipment.
- Performing daily pre-trip safety inspections on equipment.
- Aid in the instruction of company policies for new workers.
- Implement training programs for new employees.
- Operating a stand up, reach forklift to do replenishment of stock slots.

**February 2016 – May 2016**

Merchandising Advisor/Trainer, ColorSpot Nurseries  
Oklahoma City, OK

Responsibilities:

- Sorting Colorspot products (bedding flowers) in Wal-Mart garden center according to price, species and color.
- Placing appropriate signage on displays of flowers to properly display accurate prices.
- Advise and train Wal-Mart associates on proper sorting, displaying, and merchandising of Colorspot product.
- Managing merchandising of Colorspot product in two Wal-Mart stores.
- Working with department, store, and sectional managers to achieve a goal of maximizing sales of Colorspot product.

**March 2011 – March 2015**

Second Class Petty Officer, United States Navy  
Whidbey Island, WA

Responsibilities:

- Managing the launch and recovery as well as general care and daily inspection of 4 EA-6B ICAP III jet aircraft.
- Overseeing and managing between 10-15 junior sailors at any given point in time.
- Mustering on time for weekly duty days and performing 8-hour watches on a rotation.
- Support Equipment Petty Officer as well as Training Petty Officer; responsible for weekly training sessions, logging said training, daily inspection of support equipment ensuring the equipment was both operational and operating within standards.

Achievements:

- Plane Captain of the Quarter, 1st Quarter, 2013.
- Achieved rank of E-5 within 3 years.

	<ul style="list-style-type: none"> <li>Received the Battle "E", National Defense and Good Conduct medals; as well as Global War on Terrorism, Marksmanship, and Navy Sea Service Deployment ribbons.</li> </ul> <p><b>November 2007 – February 2011</b> Warehouse Assistant Manager/Delivery Driver, Betts Truck Parts Portland, OR</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> <li>Loading and unloading truck trailers full of pallets with a forklift.</li> <li>Sorting and putting away freight properly in a warehouse.</li> <li>Pulling customer's orders accurately and quickly.</li> <li>Planning drop off/pick up routes for myself and my co-workers.</li> <li>Working inventory.</li> <li>Shipping/Receiving.</li> <li>Responsible for customer happiness and upkeep.</li> </ul> <p>Achievements:</p> <ul style="list-style-type: none"> <li>Went from shop clean up boy to warehouse manager within two years.</li> <li>Managed warehouse shipping/receiving and cleanliness.</li> <li>Saved countless accounts from going to the competitor.</li> </ul>
<b>Education</b>	<p><b>DePaul University – Chicago, IL – Computer Science (BA)</b> Spring 2021 Current GPA: 2.59</p> <p><b>Oklahoma City Community College – Oklahoma City, OK – Applied Science of Business (AA)</b> January 2016 – August 2017</p>
<b>Communication</b>	<ul style="list-style-type: none"> <li>At Fluid Management, caught an IT issue with Lowe's IT that was affecting stores across the country; developed and sent Lowe's IT tech doc to effectively deal with the issue of a driver not being installed that went on to fix the issue at the lowest level possible.</li> <li>Communicate monthly with Home Depot level I helpdesk to advise Home Depot techs on how to correctly solve issues with the paint dispensers, and what to do in given situations.</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>I have a good base of leadership experience from the navy, where I was directly responsible for the performance, direction, and lives of between 10-15 junior sailors in my division.</li> <li>At Betts Truck Parts, I was directly responsible for the route planning and dispatching of 3 drivers' routes; North, South, and local to the greater Portland metro area.</li> </ul>

<b>References</b>	References furnished upon request.
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