

1525 N MAIN STREET #247
BOUNTIFUL, UT 84010
(305) 799-0691
CHASONLSMITH@GMAIL.COM

CHASON L SMITH

SKILLS

| Technical Troubleshooting | Google Suite | Dependable | Excel
| Data Entry | Communication | CRM Database Management | Leader/Manager

EXPERIENCE

HARVEST RIGHT LLC | NORTH SALT LAKE, UT — *Lead Technical Manager*

MARCH 2017 - PRESENT

- Manage 14 technical support agents assisting them through database navigation and customer support
- Improve CRM database functionality with consistent checks and error reporting
- Supervise customer relations using reporting tools through CRM Software

ALDER PROTECTION | OREM, UT — *Lead Technician*

FEBRUARY 2013 - DECEMBER 2017

- Managed 12 security technicians over in home and commercial security accounts
- Serviced accounts where products were installed, troubleshooting, and certifying installations
- Oversaw customer relations for all customers under my team
- Inspired efficiency and teamwork

DEVCON SECURITY | OREM, UT — *Tier 2 Technical Support Agent*

JULY 2011 - APRIL 2012

- Created sales orders, schedules, and reports through Oracle CRM software
- Researched client needs to provide information and support for technicians
- Assisted technicians with installation and service of security systems

**For additional relevant work experience, please contact me via phone or email*

EDUCATION

LDS BUSINESS COLLEGE — *AAS in Software Development*

JANUARY 2019 - APRIL 2021

CERTIFICATIONS

MOS Excel Certification - JULY 2019