Shawn T Fox

3264 E Elgin St. Gilbert, AZ 85295 • 928-301-9211 • sfox28@wgu.edu • www.linkedin.com/in/shawn-fox-2233907/

PROFESSIONAL PROFILE

Dedicated employee that is proactive in learning new approaches to solve implementing updates and solutions with minimal downtime and adept at troubleshooting technical issues resulting in quick resolutions. Monitor to ensure network availability to all system users and skilled in performing necessary maintenance to support network availability.

INFORMATION TECHNOLOGY COMPETENCIES

Systems: Windows PC, Linux
Databases: Oracle, Relational Databases
Languages: Java, JavaScript, SQL, HTML, CSS
Software: MS Word/Excel/PowerPoint/Outlook

CERTIFICATIONS

- CompTIA Security+
- CompTIA Network+
- CompTIA A+
- CompTIA Project+

PROFESSIONAL EXPERIENCE

Senior Service Representative   2007 - present
BMO Harris Bank – Chandler, AZ
Guided branch staff on proper compliance of organizational and government guidelines, while providing an exceptional customer experience.

- Extracted important sales related reports through the manipulation of the customer relation management database.
- Diagnosed and provided solutions for business customer's expense related issues.
- Interfaced with legacy command line software to read, edit, and place data for specialized transactions.
- Coordinated with business partners and facilitated scheduling through CRM and Microsoft Outlook.
- Performed in-depth analysis and detailed reporting on sales metrics and customer satisfaction.
- Clarified data from statements and reports into digestible information to educate co-workers and clientele.
- Created and maintained all audit documentation to ensure compliance was maintained.
- Operated proprietary applications that were designed and implemented on the Java platform.

Product Specialist   2006 – 2007
Circuit City - Scottsdale, AZ
Implemented technical solutions to enhance or repair customer computer systems.

- Performed hardware and software upgrades on computers at customers request.
- Managed area inventory, including implementing loss mitigation techniques.
- Collaborated with other specialist and departments to provide a consistent and complete solution for clients.
- Researched, educated and resolved customer computer related issues and problems.

EDUCATION

Bachelor of Science in Software Development   April 2018
Western Governors University, Salt Lake City, UT

- Studies focused in IT Foundations, Web Development Design and Security
- Courses included IT Project Management, Data Management, IT applications, Structured Query Language, and Technical Communication.