Darren Cedrone

4 Cary Drive, Ashland, MA 01721 • darren.cedrone@gmail.com • (508) 259-0879

EXPERIENCE

S2 Security; Framingham, MA   January 2018 -- Present

Customer Service Representative

- Collaborated and communicated with multiple internal departments to provide efficient resolutions to customer problems.
- Diagnosed and resolved customer issues with applying license updates and enrolling in online training.
- Followed in-depth procedures to fulfill return material authorization, sales quotation, and international shipment requests.
- Answered and triaged incoming phone calls and email messages from customers for technical support, order processing/status, return material authorizations, and sales quotations.
- Ensured the accurate and complete logging of customer related technical support information.
- Multitasked between processing orders, providing sales quotations, and answering technical support calls daily.
- Trained new hires on triage, order fulfillment, and sales quotation procedures.

AAA; Worcester, MA   June 2017 – December 2017

Member Service Counselor

- Resolved customer membership problems both in person and over the phone.
- Explained the benefits of membership, the AAA Visa Rewards Credit Card, and the process for ordering foreign currency to various customers.
- Maintained time efficiency, surpassing the monthly goal for counter transactions and phone calls answered by over double.
- Pacified frustrated customers when they dealt with AAA related inconveniences.
- Adapted to new tasks and situations daily.

SKILLS

- **Computer Skills** – Adobe Photoshop, Adobe Premiere, Reaper, Pro Tools.
- **Programming** – Javascript, HTML, CSS, Node.js, Git, GitHub, Java, MySQL, Sequelize, PugJS, Microsoft Visual Studio Code, Mocha, Chai, Expect, Express.js, React
- **Languages** – English (*native);* Spanish (*Conversational*).

EDUCATION

Framingham State University; Framingham, MA   February - June 2020

Web Development Certification Bootcamp with Stack Education

Boston College; Chestnut Hill, MA   September 2013 - May 2017

Morrissey College of Arts and Sciences

Bachelor of Arts in English Major, Music Minor

GPA 3.216