

# David Abernathy

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## SKILLS

**Technical Skills:** Computer Hardware, Networking, Windows, Macintosh, Linux, Microsoft Suite, Google Suite, Workspace ONE, Asana, Jira

**Soft Skills:** Collaboration, communication, customer service, cross-platform investigation, adaptability, documentation, troubleshooting, problem-solving

## EXPERIENCE

### Amazon Pharmacy

Remote, Illinois

*Customer Care Representative*

January 2025 – April 2025

- Provided customer support via phone regarding prescriptions, payments, insurance, and order tracking.
- Resolved complex account and medication inquiries by coordinating with licensed pharmacists and internal pharmacy teams.
- Assisted customers with navigating Amazon Pharmacy services and troubleshooting login or prescription issues.
- Ensured compliance with HIPAA regulations and Amazon's privacy standards when handling sensitive medical data.
- Built customer trust through clear communication, fast problem-solving, and accurate documentation.

*Customer Service Representative*

May 2022 – Present

- Provided exceptional customer service across multiple communication channels, demonstrating strong communication and problem-solving skills.
- Utilized technical knowledge to troubleshoot and resolve software and product-related issues promptly and efficiently.
- Collaborated effectively with cross-functional teams to escalate and resolve complex technical challenges, showcasing adaptability and teamwork.
- Employed analytical thinking to identify patterns in customer inquiries and proactively suggest improvements to product documentation and user experience.

### Amazon

Champaign, Illinois

*Shipping and Delivery Support Liaison*

Nov 2019 – May 2022

- Fostered positive relationships between site leadership and customers, ensuring smooth communication and alignment of delivery expectations.
- Acted as a primary point of contact for escalations, leveraging strong interpersonal skills to address customer concerns and coordinate solutions.
- Partnered with delivery dispatchers to analyze delivery failures and implement process improvements, highlighting the attention to detail and process optimization abilities.

## PERSONAL PROJECTS

### Homelab Server Deployment

- Designed and deployed a Linux-based home server environment using a Beelink Mini S PC and Ubuntu Server OS.
- Configured Samba file sharing to establish secure and reliable network-attached storage (NAS) across local devices.
- Optimized system resources to support simultaneous data access and minimize downtime.
- Gained hands-on experience with server administration, system security, and local area networking.