

# Devin Calligy

## Historian and Technical Specialist

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### Devin Calligy

15809 Ironware Place  
Tampa, FL 33624

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### Skills

Fluent in Spanish. Intermediate Japanese. Effective written and verbal communication. The ability to research, obtain and process information to provide analysis, reach conclusions and develop solutions to problems. Windows OS and Apple OS experienced. Beginner level Python.

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### Experience

#### Capital One / Fraud Account Supervisor

January 2019 - Present, 8705 Henderson Road Tampa, FL 33634

Have a strong customer focus rooted in empathy. Embrace constant change in a fast-paced, tech-enabled environment. Exercise good judgment and independent decision-making skills. Demonstrate exceptional listening, questioning and call control techniques

#### Sprint / Technical Consultant and Retail Consultant

August 2012 - December 2013, 8506 Citrus Park Drive #300 Tampa, FL 33625

Selling products and services. Build rapport and develop customer relationships. In-store diagnostic and repair of mobile phones. Teach and assist a bi-monthly customer focused mobile phone training course.

#### Best Buy / Solutions Specialist/Geek Squad Counter Operations

August 2009 - June 2012, 12675 Citrus Plaza Drive Tampa, FL 33625

Diagnose and troubleshoot technical issues. Research and identify solutions to software and hardware issues. Ask customers targeted questions to quickly understand the root of the problem.

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### Education

#### University of Central Florida / Bachelor of Arts in History, Undergraduate Teaching English as a Second Language Certificate

August 2015 - May 2018, Orlando, Florida

19th-20th century World History with targeted research on the Soviet Union and the Holocaust, and curator for the Epinal American Cemetery and Memorial Project. TEFL Instructor practicum, and volunteer at UCF English Language Institute Conversation Hour

#### St. Petersburg College / Associate in Arts

August 2013 - May 2015, Tarpon Springs, Florida

General Education Requirements

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### Awards

UCF Scholars Award, 2016; awarded to financially needy students who have academically performed well while enrolled in UCF classes.

Dean's List, 2015 and 2016; honors all full-time undergraduate students in the University who earn a 3.50 or better grade point average.