

Dustin Potter

4640 Hedgcoxe Rd Apt 1023, Plano, TX 75024

(512) 584-5214

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Education

Texas A&M – Corpus Christi, Corpus Christi, TX

Dates Attended: August 2017 to Current

Degree: Bachelor of Science

Major: Computer Science

Minor: Mathematics

Expected Graduation: May 2021

Austin Community College, Round Rock, TX

Dates Attended: August 2008 to May 2017

Soft Skills

| | |
|-------------------|-------------------|
| Adaptable | Strong Work Ethic |
| Punctual | Positive Attitude |
| Teamwork Oriented | Creative |

Technical Skills

Languages: English

Computer Skills: Proficient in the Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook), Agiloft, Argos, remote desktop support (Bomgar).

Programming languages: C#, C++, ASP.NET, Java, JavaScript, HTML, CSS

Work Experience

Texas A&M University Corpus Christi, Corpus Christi, TX

(September 2018 - Current)

Service Desk Student Worker

- Provide tier 1 and tier 2 support for University systems by using a ticketing system by completing, prioritizing, and coordinating the completion of user requests for University systems such as network file shares, Office 365, Active Directory, Blackboard, Banner, and Argos. Used troubleshooting skills to resolve issues by phone or onsite (designated departments)
- Remote support for both Windows and Macintosh platforms.
- Ensured knowledge articles and training documents are reviewed/updated.

The UPS Store, Round Rock, TX

(September 2014-July 2020)

Sales Associate

- Provided friendly and helpful customer service
- answered questions customers may have
- assisted customers with shipping needs
- maintained and restocked inventory
- operated a computerized cash register system
- worked as a team
- multi-tasked

References available upon request

Postal Annex, Austin, TX

(February 2013-September 2014)

Shift Manager

- Provided friendly and helpful customer service
- answered questions customers may have
- assisted customers with shipping needs
- maintained and restocked inventory
- operated a computerized cash register system
- worked as a team
- multi-tasked
- Managed new hire training

References available upon request
