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# DALTON BLUME

*Computer Science Graduate*

## PROFESSIONAL SUMMARY

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Computer Science graduate with a minor in Mathematics and a strong foundation in data analysis and problem-solving, honed through hands-on experience as a Consultation Agent. Demonstrates proficiency in device diagnostics and technical support, effectively collaborating with teams to enhance user experience and implement agile methodologies. Passionate about leveraging cybersecurity and machine learning skills to drive innovative tech solutions and improve customer satisfaction. Excited to launch my career in the tech industry and eager to learn and grow in a challenging role.

## EMPLOYMENT HISTORY

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### CONSULTATION AGENT

*Best Buy*

Sep 2024 - Present

*Greensboro, NC*

- ♦ Drive customer satisfaction through personalized tech consultations, implement solution-based sales strategies, and resolve complex technical issues
- ♦ Guide customers through product selection, maintain deep knowledge of tech trends, and provide comprehensive device setup assistance
- ♦ Analyze customer needs, recommend tailored tech solutions, and ensure optimal product matches while maintaining high service standards
- ♦ Partner with sales team to enhance customer experience, streamline consultation process, and deliver exceptional technical support
- ♦ Execute precise product diagnostics, maintain accurate customer records, and ensure thorough follow-up on technical inquiries
- ♦ Develop customized technical solutions through in-depth device diagnostics and performance analysis, creating strategic recommendations and solutions for diverse customer needs

## SKILLS

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Data Analysis, Problem Solving, Team Collaboration, Device Diagnostics, Technical Support, Software Development, User Experience, Agile Methodologies, Cybersecurity, Machine Learning, Database Management, Web Development, IT Strategy.

## EDUCATION

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### BACHELOR'S DEGREE IN COMPUTER SCIENCE

*University of North Carolina At Greensboro*

Jan 2023 - Present

*Greensboro, NC*

With a minor in Mathematics. Also finished semester on Chancellor's List both in the Fall and Spring of 2023 and finished on the Dean's List in Spring of 2024.

GPA: 3.65

### ASSOCIATE'S IN SCIENCE

*Piedmont Community College*

Aug 2020 - Dec 2022

*Roxboro, NC*

Graduated Cum Laude

GPA: 3.6

## LINKS

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My Website: [drblume.github.io](https://drblume.github.io).