Kevin J. Friday

IT Professional

(512) 422 3810
KevinFriday87@gmail.com

Logical, solution-focused IT professional with customer service supervisor experience with an education in IT. Knowledge diagnosing issues in Windows, MacOS, and Linux operating system distributions.

EXPERIENCE

United Parcel Service, Austin, TX — *Operation Supervisor*

July 2013 - PRESENT

- Manage multiple employee schedules, set and achieve goals and work within multiple deadlines
- Exceed set service level agreements by aligning resource needs and customer center operational performance.
- Provide quality service, improve performance while maintaining compliance with environmental, health and safety requirements
- Customer service and strategic documenting processes to ensure consistent transition of information throughout the workgroup. .

United Parcel Service, Austin, TX — *Customer Service Supervisor*

July 2011 - June 2013

- Provide logistical customer service support working both independently and with a team.
- Provide first contact customer service responding to phone, e-mail and online requests for logistical support.
- Identify and document solutions for customer issues and product problems through customer relationship management.
- Meet or exceed all service level agreements with my operational team.

EDUCATION

Austin Community College, Austin, TX — *Computer Science Programming AAS*

January 2019 - May 2022

University of Minnesota, Minneapolis, MN — *Economics*

September 2004 - May 2006

SKILLS

Operating System administration (Windows,Linux)

Knowledge in Bash shell scripting

Hardware & Software Support

Effective Employee Training

Team Collaboration & Leadership

System Installation & Maintenance

Agile Development

Microsoft SQL Server

AWARDS

Network Occupational Skills Award - Austin Community College (2020).

LANGUAGES

Python, IPython, Visual Basic, HTML5, C#, C++