

# Evan Beyerle

**Portfolio Website:** <https://portfolio-eb.herokuapp.com>

Pickens, SC 29671

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(864)952-9755

## Work Experience

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### Desktop Support

Prisma Health - Greenville, SC

September 2019 to May 2020

- Installed and maintained Windows and desktop software, service packs, patches, and anti-virus updates
- Managed laptop and desktop inventory and assisted in procuring new hardware, software and related supplies
- Provided documentation on installation, delivery, and first level troubleshooting of processes to help desk staff

### SQL Developer

Government Marketplace - Greenville, SC

April 2019 to July 2019

- Created scripts in SQL to generate leads for the company's sales team
- Implementing additional functionality to the company's SuiteCRM site through the use of Javascript and PHP
- Front end graphical user interface design of company website

### Field Support Specialist

Alorica - Simpsonville, SC

August 2018 to March 2019

- Provided technical support to Samsung technicians that repaired Samsung smart phones
- Assisted Samsung technicians in the use of specialized software (Galaxy Diagnostics, Galaxy Must, Henri, and Damsel) in resetting phone software, passing quality tests, and performing an IMEI rewrite
- Demonstrated experience and ability to translate technical concepts and conduct interpersonal interactions involving moderately complex and/or technical topic

### Call Center Representative

Alorica - Simpsonville, SC

July 2017 to August 2018

- Served customers by determining requirements
- Managing large amounts of inbound and outbound calls in a timely manner

## Education

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**Bachelor's in Marketing, Computer Science**

Clemson University - Clemson, SC  
January 2012 to August 2015

**Associates of Arts degree**

Tri-County Technical College - Pendleton, SC  
August 2011

## Skills

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- C++
- Html
- Javascript
- Python
- Java
- CSS
- Desktop Support
- Customer Support
- Sql Database
- Unix
- Product Lifecycle Management
- Unix