

Caleb T. Frost

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Professional Experience

Microsoft-Xbox Advocate (Education at Work)

Nov 2021-Jan 2023

Xbox Advocate- **Top Agent, 4.9 Star rating with 92+ 5 star ratings**

- Troubleshooted via chat and phones most common hardware and software issues utilizing command prompt and PowerShell, and coached customers on Xbox policy for Xbox consoles (game launches, app issues with the Microsoft store and Xbox app on PC, etc.)
- Operated basic company Microsoft Dynamics database to access customers' information.
- Influenced important changes to the customer service sector's software by meeting with higher-ups in charge of developing said programs. (Escalations to other teams for hacked accounts, business meetings, etc.)
- Developed organized notes from customer service experiences, leading to a timelier resolution to the issues at hand.

JacksonWhite Law

May-Nov 2021

Criminal Clerk- Sales & Collections Agent

- Negotiated with clients the prices for defense lawyer services in court for criminal charges. Set priorities with clients and was clear and precise with the firm's information.
- Boosted criminal sector sales and consultations across a team of 3 members by 20%.
- Secured and collected thousands of dollars' worth of client payments through call, text, and email in Spanish & English.

Skills & Hobbies

Technology: Microsoft Excel -- Python -- Java -- C/C++ -- SQL query creation -- Cybersecurity (*Information Security Awareness Certification*) -- Nmap -- PowerShell -- Network Analysis -- Database exploration -- Data Analysis -- DBMS -- Tableau

Communication: Speak and write fluent Spanish -- Social networking and communication

Hobbies: Personal business and online sales - Science - Sports - Guitar - Camping - Video Games - Technology

Leadership Experience & Professional Development

The Global Tech Experience | Tableau Specialist & Excel Specialist Certifications May 2023 – Aug 2023

Management Leadership for Tomorrow | Turn Pro Participant | Washington, D.C. Oct 2022 – Present

Religious Mission in South America Aug 2018 - Mar 2020

- Set group goals with groups of missionaries and learned the Spanish language and dialect of Guarani.

Eagle Scout

May 2014

- Organized and planned volunteer work at a local elementary school, collecting materials needed for project and recruiting volunteers for the project.

Education

W.P. Carey School of Business, Bachelor of Science, Arizona State University, Tempe, AZ

- Cumulative GPA 3.58
- Expected Graduation date: 05/2024
- Dean's List award recipient