

## EXPERIENCE

**Microsoft/Apex Systems Inc.****Redmond, WA****Customer Service Specialist/Content Moderator**

- Provided high-volume UGC (User-Generated Content) moderation on Microsoft's Xbox One gaming platform.
- Reviewed and moderated over 400 video, audio, and text reports per day as part of active moderation.
- Identified and took action on violations of the Xbox Live Terms of Use.
- Identified and reported bugs in Microsoft proprietary software.
- Developed and refined processes that improved efficiency and reduced active moderation turnaround time.

**Washington State University****Pullman, WA****Information Systems Intern**

- Performed diagnostics and troubleshooting of computer issues for faculty, staff, and students of the Veterinary Medicine College at WSU.
- Provided help desk support via telephone and email communications with end-users.
- Assisted in the management of network systems across campus.
- Documented help desk tickets and maintained inventory lists of computer hardware.
- Installed new machines, such as computers, printers, and scanners.
- Led a project where over 200 lab computers were reformatted and updated for the upcoming semester.

**Nintendo/Aerotek****Kirkland, WA****Materials Management**

- Maintained an accurate count of received, stored, and distributed goods.
- Quality control on received shipments to ensure the product is up to standard.
- Prepared exporting tags and packaged products for shipping.

## EDUCATION

**Washington State University, Pullman, WA**

Bachelor of Arts, Social Sciences, Graduated, May 2012

## SKILLS

- Microsoft Office (Word, Excel, Outlook, PowerPoint), OneNote, Visual Studio, Access, and SharePoint applications
- Computer hardware installation/maintenance/upgrades
- Computer software troubleshooting/diagnostics/resolving client issues
- Mobile operating system troubleshooting techniques
- Image Editors (Photoshop), HTML, CSS
- Proven aptitude for dealing with customer issues and complaints
- Effective writer and communicator across multiple mediums