EXPERIENCE

Redmond, WA

Jul 2014 - Dec 2014

Pullman, WA

Apr 2014 – Jul 2014

Kirkland, WA

Jul 2013 – Dec 2013

EDUCATION

Pullman, WA

May 2012

SKILLS

EXPERIENCE

**Apex Systems Inc. at Microsoft**

**Customer Service Specialist/Content Moderator**

* Provided high-volume UGC (User-Generated Content) moderation on Microsoft's Xbox One gaming platform.
* Reviewed and moderated video, audio and text as part of active moderation, identifying and taking 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**

**Information Systems Internship**

* 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 solutions and maintained inventory lists.
* Installed new machines, such as computers, printers, and scanners.
* Led a project where 200+ lab computers were reformatted and updated for the upcoming semester.

**Aerotek at Nintendo**

**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

Bachelor of Arts, Social Sciences

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 for virtually any medium and audience.