

Hayden Price

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EDUCATION

The University of Arizona

Bachelor of Arts in Computer Science

Tucson, Arizona

Expected December 2023

- **Major:** Computer Science
 - **Minor:** Mathematics

SKILLS

Programming Languages: Java, JavaScript, C/C++, Python, C#

Tools: Git, Jupyter, SQL.js, Node.js, Heroku

Relevant Courses: Web Development, Software Engineering, Linear Algebra, Video Game Industry

WORK & LEADERSHIP EXPERIENCE

The University of Arizona

Floor/Phone Support Technician

January 2015 – March 2017

- Greet affiliates in person/over phone ensuring all students and staff recognized and served
- Evaluate University of Arizona affiliate computers and software for rapid diagnosis of issues
- Resolve issues in person or on the phone to maximize affiliates use of needed technology
- Ensure satisfaction by documenting support and following up with affiliates
- Collaborate with teams during training and with support documents for efficient departmental communication

The University of Arizona

Library Safety Aide

September 2019 – March 2022

- Monitor Main and Science libraries to ensure safety of university affiliates
- Interact with patrons to provide better understanding of library operations
- Communicate with library staff to ensure enforcement of standard rules and regulations
- Report counts of affiliates by library section for university data research
- Describe conditions of each section for the safest and most secure facility

Alorica

Customer Support Representative

February 2022 – Present

- Resolve customer concerns and questions via phone, email, online chat, and social media
- Respond to requests for assistance and/or processing of credit card authorizations
- Track call-related information for auditing and reporting purposes
- Ensure satisfaction by documenting support and following up with customers
- Participate in meetings and workshops with partners and internal departments on recurring or major- impacting issues