

Hayden Price

Tucson, Arizona 85741
520-904-2061 | hwp@email.arizona.edu

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