

Brandon Berg

734 E 1600 S
Orem, UT 84097

iceberg0785@yahoo.com

(916) 220-1788

[https://www.linkedin.com/in/
brandon-berg-a8965a139](https://www.linkedin.com/in/brandon-berg-a8965a139)

SUMMARY

An IT professional with experience in Java, C++, C, MySQL, Android Studio, Visual Studio, WordPress, HTML, Windows, and Linux. Strong background in Customer Service and supporting staff as part of a team. Currently graduating with a bachelors in Political Science/Computer Science minor. I am looking to get my foot in the door of the software development industry and gain valuable work experience.

Professional Experience

Bask Technology, Lehi, UT

2017-Present

Support Technician

Provided technical support and troubleshooting for virtually all tech related problems our clients encountered.

- Gained extensive experience fixing every error, problem, or question stemming from Windows, Apple OS, internet browsing, and any and all software they might be using.
- Regularly recognized as one of the top performing technicians.

Endurance International, Orem, UT

2015-2017

Web Advisor

Provided technical, billing, and customer support for Bluehost, Hostmonster, and Justhost web hosting.

- Gained extensive WordPress experience fixing every conceivable error, problem, or question that can arise.
- Earned status as a "Bluehost Hero" for excellence in Customer Support.
- Regularly maintained a >90% customer satisfaction rating.

American Immigration Lawyers Association, Washington, DC

2011-2015

Staff Assistant

Worked as an HR staff assistant and customer support specialist in a wide variety of duties.

- Managed the online Career Center, using html to post available job positions.
- Experience working with member records in an online database.
- Managed all on-site conference space rentals and reservations.
- Promoted affinity partners with revenue tracking, creating and sending AILA promotional emails

Congressional House Office, Washington, DC

2011-2011

Intern

Managed clerical and secretarial duties for the office, as well as provided direct assistance to staff members.

- Trained by the Legislative Coordinator in the duties of that position and use of the IQ software used in Congressional offices.
- Worked directly under the Staff Assistant, learning all of the duties of that position.

APX Alarms, Provo, UT

2010-2010

Customer Service Representative

In charge of handling customer needs from account services to billing, cancellation requests, and minor technical support.

- Gained extensive customer support experience working in a fast-paced call center.
- Regularly recognized and rewarded for exceeding expectations and performing at the top of my department.

Utah Trikes, Payson, UT 2009-2010

Web Admin, Mechanic

Web admin responsible for updating listings for electronic products. Temporarily transitioned to Mechanic position.

- Experience working with an online product catalog.

Orchard Supply Hardware, Folsom, CA 2009-2009

Customer Service Representative

Responsible for all customer needs including returns and store assistance, while also supervising all store cashiers.

- Gained leadership experience working with a small team.

APX Alarms, Provo, UT 2008-2008

Sales Representative

Full-time door-to-door sales rep. working in the Boston area.

- Learned self-motivation and communication/sales skills

Utah State Legislature, Salt Lake City, UT 2008-2008

Intern

Served as a direct assistant to the representative, handling secretarial and data analysis services.

- In charge of data input and analysis of constituent survey results.

Volunteer Service, Illinois/Iowa/Missouri 2003-2005

Volunteer

Volunteered serving the large Spanish-speaking community living and working in the mid-west.

- Learned Spanish fluency
- Gained important person-to-person communication skills.

Other Skills

- 45 WPM typing
- Self-motivated
- Extensive WordPress experience
- Experienced with Java, C++, C, MySQL, Android Studio, WordPress, HTML, Windows, and Linux.
- Experienced with Word, Excel, Outlook, PowerPoint, and Adobe Photoshop
- HTML proficient
- Extensive customer service and telephone reception experience
- Spanish Proficient

EDUCATION

Brigham Young University, Provo, UT

Anticipated Graduation Date: 2018

BA, Political Science/Computer Science, GPA: 3.38

Currently completing a minor in Computer Science, and considering working towards a Masters in Computer Science as well.

- Gained extensive experience with C++ and Visual Studio
- Experienced in Java programming and Android Studio
- Experienced using MySQL databases
- Experienced programming in Windows and Linux platforms