

Jaden Tripp

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EXPERIENCE

Vivint SmartHome, Lindon, UT — Account Manager, Customer Loyalty

October 2019 - Now

I recently started a job at Vivint SmartHome in the Customer Loyalty department as an Account Manager. My role at Vivint consists of taking the calls of customers who are wanting to cancel their service and improving their experience so that they will continue to be customer's of Vivint's. This is an intense customer service role and is multiple jobs wrapped into one. I handle billing, sending out technicians, and taking care of naturally any concerns the customer may have. I am the first person that the most escalated customers will tend to speak to and it is my job at Vivint to de-escalate them and make their experience better in any way that I have at my disposal.

The Avocado Orchard, Carpinteria, CA — Personal Assistant/Studio Manager

August 2019 - October 2019

In this job, I moved to California to be a personal assistant for Sapphire Adizes, a musical artist based in Carpinteria, California. I assisted him in everything from audio engineering, to editing/writing contracts, editing videos, and organizing his prolific collection of instrumentals/songs into a database that was easy for him to navigate through along with creating multiple backups and organizing those backups to match the same organization in a database made with Monday.com. This job provided me with a unique opportunity to also study management styles of Dr. Ichak Adizes, a world famous business consultant who has advised governments in the restructuring of their governing styles to align closer with his methodology on a basis of maximizing efficiency when working with people that think differently than each other.

As a Studio Manager, I maintained the equipment in the studio, purchased new equipment when needed, kept the studio clean, and attended personally to any of the needs of the artists recording in the studio.

Northstar Security, Orem, UT — Technical Support

February 25th 2019 - August 2019

At Northstar I was a Technical Support Agent. My job entailed walking customers through their advanced security systems to solve problems over the phone. At this job, I quickly excelled through my talents in customer service and assisting escalated customers through technical problems. I have a strong passion for being empathetic and making sure that each customer is treated with a personal touch.

SKILLS

- Communication
- Sales
- Customer Service
- Adaptability

Proficiencies:

- Salesforce
- HTML/CSS
- Some Logic Pro X
- Microsoft Suite
- Adobe Photo Editing Software
- Monday.com

EDUCATION

University of Utah, SLC, UT — *Computer Science*

August 2017 - May 2018

A few years ago, I was a student at the University of Utah pursuing a major in Computer Science and a minor in Theater. I studied computer science, completed general classes, and took extracurriculars in philosophy and theater while I attended the University. After deliberating on taking out student loans vs paying for college upfront, I have decided to pursue a Web Developer Bootcamp that I plan to use to get a job which would help me revisit the University at a later date and also change my field of study to things more applicable to my professional goals now.