Joshua Companion

Senior Technician, Technical Support ELS

A skilled employee with a passion for technology and providing an outstanding customer experience. Driven to constantly grow technical knowledge and provide expert solutions to better my company and customers.

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EDUCATION

CIS - Programming
Austin Community College

2014 – Present

WORK EXPERIENCE

Client Prosupport ELS Technician
Dell

11/2018 – Present

Responsibilities

- Support systems new to the market to catch any possible defects and correct them.
- Document the symptoms seen with newer systems to assist with possible systemic issue tracking.
- Provide specialized support for a multi million dollar contract with AT&T.
- Support all rugged systems with specialized support for clients in emergency services with sensitive requirements.
- Spike bust soon to be released systems to find any possible issues through extensive stress testing.
- Pilot software tools and provide feedback before widespread release.

Geek Squad Consultation Agent
Best Buy

01/2018 – 06/2018

Responsibilities

- Correctly diagnose issues and sell proper services to clients.
- Work with available software tools to repair client's personal computers.
- Provide excellent knowledge and customer service in every client interaction.
- Provide training to clients about their newly purchased devices.

SKILLS

Strong Communication Skills   Software Pilot Testing

PC Diagnostics and Troubleshooting   Team Advocate

Issue Reporting and Documentation

Extensive PC Software Knowledge

Next Level Customer Service

RECENT PROJECTS

• Work as a VCC lead to create and submit slides to promote team achievements.

• Pilot new software for testing and feedback: Ingenious.

• Test Optiplex 7070 and 7071 systems to catch possible issues before release.

• Created an oracle article with a found fix for a COM Port error (SLN317483).

RECENT ACHIEVEMENTS

Early Life Support CE Champion - Q2

CERTIFICATES

Comptia A+ (06/2019 – 06/2022)
• All-encompassing computer hardware and software certification.

INTERESTS

Programming   Future Technologies

Computer Hardware Design   Photoshop   Python

Fitness and Health