

# KYLE GIBSON

Muncie, IN

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7652151070

Authorized to work in the US for any employer



## WORK EXPERIENCE

### Operations Manager

**Gannett** - Muncie, IN

October 2018 to Present

Compiles subscriber and nonsubscriber information.

Delivers complaints, as required.

Performs special projects and other related tasks as required, some of which may become essential to the position.

Aids in the distribution of newspaper to the Independent Contractors.

Delivers routes as needed.

Maintains a clean and secure warehouse and parking lot.

Retrieves newspapers from print facility for shortages, as needed.

Verifies addresses with service issues when requested.

Assists the District Managers with the day to day operations.

Verifies single copy returns.

### Senior Customer Service Representative

**Concentrix** - Daleville, IN

August 2016 to October 2018

Being a senior customer service representative at Concentrix I handled escalated customer issues until they were resolved. Once I made contact with a customer I was their point of contact until an official resolution. As a senior representative I had to evaluate and give feedback on advisers below me and give them professional criticism to help improve. The issues I had to deal with were account based and also software and hardware based. We work with computers (windows and Mac OS) and also mobile devices, such as tablets, iPhones, iPads, and more.

### Electronics Sales Associate

**Wal-Mart** - Muncie, IN

July 2014 to April 2016

Being a sales associate in the electronics department of Wal-Mart, you had to be able to help costumers with all of their electronic needs. Helping customers ranged from showing them where something was located, to assisting with prepaid an contract phones.



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## EDUCATION

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### **Bachelor's in Bachelors of Science - Software Development**

**Western Governors University**

August 2019 to Present



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## SKILLS

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**Customer Care, Call Center, Customer Service, Operations, IT Support (2 years)**



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## CERTIFICATIONS AND LICENSES

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### **Database Fundamentals**

June 2019 to Present

### **CompTIA A+**

September 2019 to September 2022

### **CompTIA Project+**

October 2019 to Present