Leo Harrison

leo.harrison96@gmail.com | 480-277-5259 | Payson, AZ

SKILLS

- Leadership Development
- Team Building
- Device Troubleshooting
- Microsoft Office Suite
- Coaching
- IOS Troubleshooting
- Assistive Technology
- Customer Service

PROFESSIONAL EXPERIENCE

06/2024 – 10/2024
Payson, AZ

Customer Service Representative
PostNet
- Handled custom inquiries on orders and relayed inquiries to the store manager
- Aided clients with the use of Xerox printers, fax machines, copier machines, and scanners

04/2023 – 07/2023
Rexburg,ID

Teaching Assistant - Elementary Education/Special Education Department
Brigham Young University-Idaho
- Facilitated workshops and laboratories for students to learn about emerging educational technologies
- Served as an intermediary between professors and students to help the teacher review and reteach difficult concepts

04/2022 – 04/2023
Rexburg,ID

Testing Center Proctor and Assistant Lead
Brigham Young University-Idaho
- Instructed testing center proctors on troubleshooting tips and procedural policies relating to technology
- Gave feedback through the testing director on discrepancies in testing materials

08/2019 – 06/2021
Payson,AZ

Special Education Paraprofessional
Payson Unified School District
- Created tests and learning material for students using the Google Classroom LMS System
- Repaired IOS and iPadOS devices for student use

04/2016 – 12/2016
Fresno,CA

IT Intern
Fresno County Elections Office
- Provided technical training and security training to 30 poll workers daily
- Provided critical after-hours phone support during elections
- Planned the setup and audit of 400 voting machines

EDUCATION

09/2021 – 12/2023

B.S. Computer Information Technology
Brigham Young University-Idaho
- Participated in the MIT Technology and Policy Hackathon with Indian government leaders
- Spoke on the "Education of the Heart" Podcast

08/2013 – 12/2016

A.S. Computer Information Systems, A.S. Liberal Arts (Math and Science Emphasis)
West Hills College-Lemoore
- Studied advanced course in Database Management
- Completed advanced courses in Microsoft Word, Outlook, and Excel

CERTIFICATES

| AWS Certified Cloud Practitioner | Google IT Support Certification |