

Marcos Davis

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SUMMARY

A detail-oriented and adaptable professional with a strong background in customer service, problem-solving, and Information Technology. Known for a proactive approach to resolving challenges and an eagerness to learn from mistakes. Seeking to leverage my skills in the IT and customer service fields to contribute to team success.

EDUCATION

Bridgerland Technical College, Brigham City, UT

Certificate of Information Technology | September 2018 – June 2021

Utah State University, Logan UT

Associate of General Technology | September 2021 - May 2022 | GPA: 3.85

Brigham Young University Idaho, Rexburg ID

Bachelor of Cybersecurity | Expected Graduation: July 2028

SKILLS

Soft Skills: Critical-Thinking, Problem-Solving, Adaptability, Organization, Detail-Oriented

Technical Skills: Customer-service, Windows, C#, Python, JavaScript, Hardware, CSS, HTML, Linux

Languages: English (Fluent), Spanish (Conversational)

EXPERIENCE

Integra Financial Services, Logan UT | 09/2021 – 10/2022

Customer Service Representative / Underwriter

- Resolved customer issues efficiently, contributing to a 15% increase in customer satisfaction ratings.
- Boosted sales in Originations department by 5% through proactive client engagement.
- Reviewed and processed loan applications with an 85% accuracy rate, processing 15% more applications than the group average.

The Church of Jesus Christ of Latter-Day Saints, Chile | 10/2022-09/2024

Missionary

- Managed technology systems and provided technical support for over 130+ missionaries, ensuring seamless communication and operations.
- Oversaw housing logistics, addressing and resolving accommodation issues for 130+ missionaries to maintain safe and functional living conditions.
- Designed and led training programs for small groups, improving skills and fostering teamwork among participants.

Box Elder County Road Department

Seasonal Flagger

- Guided the flow of traffic to ensure safe working environment
- Maintained and prepared traffic signs to ensure proper site safety

LEADERSHIP & SERVICE

Financial Committee Member, HackUSU, Logan UT | 10/2021-03/2022

- Managed event budgets and logistics for HackUSU
- Secured sponsorships and advised on cost-effective spending