

Nathan Broyles

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Professional Summary

With my studies in communications and my experience in customer service, I am looking to find a job which will help me blend both aspects in order to improve my professional repertoire and create a stable source of income while finishing my studies.

Skills

- Excellent in-person and written communication skills
- Proficient in customer service
- Flexible Schedule
- Personable and affable due to being energetic, friendly, and enthusiastic
- On time and reliable
- Strong client-interaction skills

Work History

Front of House Service Attendant, 2013 to 2015

McDonalds – 19955 96 Ave, Langley, BC V1M 3C7

- Consistently provided professional, friendly, and engaging service.
- Skillfully promoted items on beverage lists and restaurant specials.
- Displayed enthusiasm and knowledge about the restaurant's menu and products.
- Demonstrated genuine hospitality while greeting and establishing rapport with guests.

Information Technology Help-Desk Student Leader, 09/2015 to 04/2016

Trinity Western University – 7600 Glover Rd

- Managed call flow and responded to technical support needs of customers.
- Provided base level IT support to non-technical personnel.
- Installed software, modified and repaired hardware and resolved technical issues.
- Provided on-call support for critical issues.

Data Structures and Communications Analyst, 09/2014 to 12/2014

Trinity Western University – 7600 Glover Rd

- Collaborated with a team to fix long standing issues in calculating student retention
- Developed and implemented a system to track student retention
- Self-taught to use and manipulate the University's "Aqueduct" system

Education

Trinity Western University – 7600 Glover Rd

- 2 Semesters out from completing a Bachelors of Arts in Communications
- Completed courses such as Public Speaking, Classical and Contemporary Rhetoric, and Public Relations

Certifications

Serving it Right - 2011