

Nicholas Beasley
Evansville, Indiana
(812) 480-1651

Technical Support Specialist
nickbeas2010@gmail.com

Experienced tech enthusiast with a solid 7-year track record in providing exceptional customer service, technical support, and sales solutions. Proficient in addressing diverse client needs and building strong relationships. Adept at navigating intricate challenges and ensuring high levels of customer satisfaction through a combination of technical know-how and effective communication.

Full Stack Web Development, Cloud Computing

CareerFoundry, 2023

Criminal Justice,
University of Southern Indiana,
Bachelor's of Science, 2015

Skills

- Troubleshooting & Problem Solving
- Communication: Verbal & Written
- Customer Needs Assessment
- Device Setup & Configuration
- MEAN/MERN Stack Web Development
- AWS Cloud Proficiency

Technical Support Specialist

OneMain Financial | 2023 - present

- Spearhead technical support for OneMain team members, specializing in password resets, hardware/software troubleshooting, and application-related inquiries.
- Demonstrate adept problem-solving skills while maintaining meticulous attention to detail.
- Embrace change and excel in a fast-paced environment, including nights and weekends when required.
- Collaborate within a dynamic team, offering superior customer service through strong verbal and written communication.

Solutions Specialist

Verizon Wireless | 2016-2022

- Successfully implemented solutions for a wide array of cellular customers, creating personal connections to make tech look simple.
- Showcased exceptional adaptability in tackling a wide spectrum of technical challenges, ensuring swift and effective issue resolution while maintaining adherence to Verizon's service standards.
- Performed troubleshooting on iOS, android, Bluetooth and Wi-Fi electronics, as well as Verizon software and submitted service tickets.
- Provided training for new employees through hands-on experience and promoting a culture of continuous improvement.

Assistant Sales Manager

Mark's Mattress Outlet | 2015 - 2016

- Implemented new sales tactics and processes in or to generate maximum amount of sales to potential buyers
- Utilized Point of Sales, QuickBooks, and Microsoft Office applications.
- Worked independently while selling, pricing, ordering new inventory
- Collaborated with other managers to coordinate sales and product transfers