

JUSTIN KING

ABOUT ME

College graduate with plenty of experience working as part of a team. Highly capable of developing new skills and adapting to the changing industry of technology. Seeking an opportunity to expand my skills and contribute to the success of a dynamic and innovative organization.

PROFESSIONAL EXPERIENCE

TECH TEAM

Tampa Bay Rays, St. Petersburg, FL / Aug 2024 - Present

- Provided technical support and troubleshooting for mobile ticketing, payments, and app-related issues, enhancing the user experience during major events.
- Managed and maintained ticket scanning systems, delivering prompt solutions to technical issues for both customers and team members.
- Served as a key point of contact for resolving app inquiries, contributing to a seamless and customer-focused environment.

TECHNICAL SUPPORT ADVISOR

Concentrix, Lake Mary, FL / June 2023 – Aug 2024

- Provided comprehensive technical support for Apple products, including troubleshooting hardware and software issues, ensuring seamless functionality for users, resulting in 95% of customers leaving a positive survey.
- Delivered personalized assistance to customers, guiding them through setup processes, software configurations, and resolving technical inquiries specifically tailored to Apple devices and systems.
- Supported a wide range of Apple devices, including iPhone, iPad, MacBooks, iMac, Apple Watch, and Apple TV, ensuring users received expert assistance tailored to their specific Apple product needs.

SOCIAL MEDIA MANAGER

Esports at UCF, Orlando, FL / Aug 2020 - Jun 2021

- Managed social media accounts, utilizing Twitter and TweetDeck for scheduling and analytics.
- Created graphics using Adobe PhotoShop for campaigns.

ACCOUNTING ASSISTANT

Washington Woods Accounting & Tax Services, Lutz, FL / Aug 2018 - Aug 2019

- Managed the finances of multiple small businesses independently and as a team.
- Provided reports to the businesses about their finances.
- Used QuickBooks Software and Microsoft Excel

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📍 Land O Lakes, FL, 34639

EDUCATION

UNIVERSITY OF CENTRAL FLORIDA

GPA: 3.85

Orlando, FL

Bachelor of Science (B.S.) Computer Science

Senior Project: Website built with React.JS, MantineUI, and mySQL

ADDITIONAL SKILLS

Apple Devices

Technical Support

C++, C#, Java, Python, mySQL

Web Design – HTML/CSS/JS/React

Jira

Software Development

Excel

Google Sheets

Adobe Photoshop

CERTIFICATIONS

CompTIA IT Fundamentals