

PACE WASDEN

IT Support Specialist

An IT Professional that is a senior at Weber State University, seeking roles in software engineering field. I have knowledge variety of different language knowledge and skills and know that I would be a great asset to any team.

Work History

2018-11 - Current	IT Support Specialist <i>Proofpoint Inc., Draper, UT</i> <ul style="list-style-type: none">Consistently resolved top number of IT cases for Utah site ranked in top 5% across companyMaintained a high-quality score average among all tickets resolvedAssisted employees nationwide with troubleshooting of IT issues including email, VPN, and hardware problems.
2018-05 - 2018-09	Data Analyst <i>Vivint Smart Home, Austin, Texas</i> <ul style="list-style-type: none">Identified 400 quality leads with a 25% close rate through the compilation of sales and real estate data. Managed relationship with local real estate agents. Managed customer referral program for area.
2016-06 - 2017-12	Financial Service Representative <i>E*TRADE, Salt Lake City, UT</i> <ul style="list-style-type: none">Managed financial portfolios for clients. Specialized in the tax and retirement department. Recognized multiple times as the top tier customer representative across the team.
2011-12 - 2015-06	Installer <i>VIVINT, Provo, UT</i> <ul style="list-style-type: none">Managed team of 10 installers; accountable for the punctuality and quality of team's work. Maintained \$10,000 quarterly sales goalInstalled, maintained and repaired security systems.

Education

2018-05 - Current	Bachelor of Computer Science: Computational Science <i>Weber State University - Ogden, UT</i> <ul style="list-style-type: none">Created object-oriented projects in the Java, C# and JavaScript languagesVarious programming projects include: Dice Rolling Game, Product Management Application and personal portfolio.
2018-09 - 2019-12	Associate of Science: Computer Science and Information Systems <i>Salt Lake Community College - Salt Lake City, UT</i> <ul style="list-style-type: none">Dean's List for the year of 2019

Personal Info

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LinkedIn	https://www.linkedin.com/in/pace-wasden-a23a6642/
WWW	www.github.com/pacewasden

Skills

Java	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Excellent</div>
JavaScript	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Very Good</div>
C#	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Very Good</div>
PHP	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Very Good</div>