

Contact

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(LinkedIn)

Top Skills

Human Resources (HR)

Communication

Technical Support

Certifications

IT Security: Defense against the digital dark arts

System Administration and IT Infrastructure Services

Technical Support Fundamentals

Google IT Support Professional Certificate Specialization

The Bits and Bytes of Computer Networking

Peter Geyser

Assistant Operations Manager at MSAI Consulting
Greater San Diego Area

Summary

Bachelor's of Science in Psychology and Bachelor's of Art in Cinema Studies. Previous Camp Kesem UW volunteer coordinator and camp counselor. Previous research assistant. Previous Samsung/Google/Asurion certified mobile device repair technician. Current Assistant Operations Manager at MSAI Consulting.

Experience

MSAI Consulting

Assistant Operations Manager

January 2019 - Present

San Diego, CA

- Create, implement, and evaluate all human resource department policies, procedures, and structures
- Manage health insurance programs
- Facilitate quarterly and annual employee performance reviews
- Ensure all employee records are maintained and updated with new hire information or changes in employment status
- Identify the company's hiring needs and manage the recruitment process to ensure it runs smoothly
- Respond to employees' queries and resolve issue in a timely and professional manner
- Manage the organization's employee database and prepare reports
- Process payroll and manage employee time tracking
- Assist with the implementation of new processes and procedures
- Order supplies and maintain inventory levels
- Interact with IT Company as a vendor manager in order to facilitate repairs, upgrades, and purchases of network and server equipment
- Continued to also carry out duties previously held as Administrative and Technical Support Specialist

MSAI Consulting

Administrative and Technical Support Specialist

September 2018 - December 2018 (4 months)

San Diego, CA

- Providing technical assistance for questions and problems
- Resolving problems with networks and other computer systems
- Diagnosing system errors and other issues
- Training other staff members on troubleshooting and diagnosing problems
- Provide general administrative and clerical support including mailing, scanning, faxing and copying to management
- Maintain electronic and hard copy filing system
- Perform data entry and scan documents
- Prepare and modify documents including correspondence, reports, drafts, memos and emails

uBreakiFix

3 years

Assistant Manager

August 2017 - August 2018 (1 year 1 month)

Seattle, WA

- Ensure that Store meets or exceeds sales/profit goals
- Maintains store staff by assisting in recruiting, selecting, orienting, and training employees
- Maintains operations by coordinating and enforcing operational, and personnel policies/procedures.
- Identifies current and future customer requirements by establishing rapport with potential and actual customers
- Welcome customers in professional and pleasant manner
- Ensures availability of merchandise and services by maintaining and ordering inventory
- Diagnose/troubleshoot device
- Provide recommendations for problem resolution
- Provide estimates to customer for repair, replacement according to problem diagnosis and repair/replacement recommendation
- Contributes to team effort by accomplishing related results as needed
- Protects employees and customers by providing a safe and clean store environment
- Ensure repairs meet uBreakiFix quality standards

Repair Technician

September 2015 - August 2017 (2 years)

Seattle, WA

- Diagnose, troubleshoot and repair devices
- Provide recommendations for problem resolution
- Explain complex technical issues to customers in a non-technical, simple to understand manner
- Provide repair and replacement estimates to customers
- Ensure that all repairs meet or exceed uBreakiFix quality standards
- Greet customers in a friendly manner and maintain a positive work environment
- Answer phone calls to the store with a professional, courteous and friendly demeanor
- Ensure that customers have an enjoyable experience by providing superior customer service and exceeding customer expectations
- Keep track of all devices and inventory while safeguarding all store stock
- Utilize the point of sale system to maintain an accurate record of customer information and a real-time status of each repair
- Maintain the cleanliness and professional appearance of the store

University of Washington

Undergraduate Research Assistant

March 2015 - June 2016 (1 year 4 months)

Seattle, WA

Living Filipino-American Project

- Responsible for participant management: entering participants into study, writing checks for survey payments to participants, tracking participant progress, and calling participants who have not finished survey or cashed compensatory checks
- Assist Principal Investigator with online survey programming, editing material for the UW Institutional Review Board, and project outreach
- Worked exclusively with the Microsoft Office Suite for day-to-day operations

Education

University of Washington

Bachelor of Science - BS, Psychology · (2012 - 2016)

University of Washington

Bachelor of Arts - BA, Film/Cinema/Media Studies · (2012 - 2016)

