

# Sage Ellefson

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## Professional Experience

Data Specialist - eCard Systems - Brentwood, TN (Remote) July 2022 - Current

- Generate and meticulously review unique data files to ensure customer security and data integrity.
- Collaborate with internal and external departments to improve processes and optimize the customer experience.
- Analyze workflows for improvement and curate reports to implement process refinement.
- Employ data expertise to support eCard Systems in delivering innovative gift card solutions.

Senior Technical Support Agent - Ibex - Nashville, TN (Remote) September 2021 - July 2022

- Diagnosed and resolved technical issues related to computers, smartphones, and other electronic devices.
- Provided an excellent customer experience while creating solutions to various issues.
- Collaborated with junior advisors to resolve challenging issues and communicated effective solutions for future use.

Independent Contractor - DoorDash - Nashville, TN December 2020 - September 2021

- Delivered goods and products to customers on time and in excellent condition.
- Coordinated efficient routes to avoid delays and optimize schedules.
- Worked directly with customers to assess quality issues, including damage and incompleteness of orders.

Nanny - The Retzer Group - Knoxville, TN September 2020 - December 2020

- Developed positive and nurturing environments to support children's social and emotional growth.
- Engineered educational games and creative activities, incorporating art and craft techniques to enhance cognitive and communication skills.

Waitress - Denali Family Restaurant - Wasilla, AK July 2017 - March 2020

- Ensured the organization of work areas, promoting an efficient workspace for colleagues.
- Utilized point-of-sale (POS) systems and demonstrated strong attention to detail in maintaining and organizing the cash register.
- Effectively used restaurant management software to enhance guest experiences, fostering repeat visits and sustained business.

## Education

**Bachelor of Science, Software Engineering**

September 2023

*Western Governor's University | Salt Lake City, UT (Remote)*

## Licenses and Certifications

- AWS Cloud Practitioner Certification May 2023
- Axelos IT Information Library Foundations Certification November 2022
- CompTIA Project+ September 2022
- Google IT Support Professional Certificate February 2022