Contact

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Scott Larson

The Troubleshooter

OBJECTIVE

To provide excellent and thorough support to ZohoCRM customers.

SUMMARY OF QUALIFICATIONS

- Extensive experience supporting Apple MacOS/IOS, Google Android/ChromeOS and Microsoft Windows 8, 10 and 11 Environments in PC, Laptop, Tablet and Phone configurations.
- Capable of supporting a broad range of client office software applications and web services.
- Solid interpersonal skills: Able to convey ideas and solutions in a timely manner with a high degree of accuracy.

PROFESSIONAL EXPERIENCE

2007-2022 Scott Larson Computer Repair & Data Recovery Santa Rosa, CA

- Currently providing Internet, Security, Hardware Setup and desktop support for the public.
- Currently tracking customer issues through my custom designed ZohoCRM solution.
- Acting as an intermediary between Internet Service Customers and Providers by troubleshooting and resolving connectivity issues

2004-2007 Sonic.net Santa Rosa, CA

- Provided customer support with Internet connectivity issues involving Email, and Website administration.

About Me

I got my start in computer technology working for computer repair shops in Santa Rosa, California. Eventually, I moved on to Systems Administration and Customer Support for business technology. My passion is in creating customer issue tracking systems that creates a sense of satisfaction in all customer interactions and decreases data entry process overhead. I am constantly staying