

To the Zoho Support Leadership,

Recently, I subscribed to your CRM product for my business. Impressed by its features and implementation, I decided that I can help your customers interact with the product, help communicate its versatility, and offer suggestions to make the product better.

I got my start in computer technology fixing Desktop and Laptop Computers. Over the years, I provided Systems Administration and Customer Support for business technology with Sonic.com here in Novato, California. My passion is in designing customer issue tracking systems and report templates that create a sense of professionalism in all customer interactions. I am constantly staying up to date with the latest technologies, online and offline.

If you're interested in providing a map to the feature-rich parts of your application, reach out to me.

Thank you for your time,  
Scott Larson - The Troubleshooter



## 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