STEPHEN MAY

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Summary of Qualifications

Highly-motivated individual seeking to develop a career in Information Technology and Customer Service. Works well independently and is also a team player. Experience troubleshooting and supporting hardware and software systems for Windows, GNU/Linux, Mac (OS X), iOS, and Android; experience providing customer service and technical support in both a production environment and working from home. Strong written and verbal communication skills with the ability to convey information and instruction to any audience. A quick and enthusiastic learner.

Education & Experience

Middle Tennessee State University, Murfreesboro, TN
2008-2013,
Majors: Mathematics and Sociology
Minor: Computer Science

Humboldt High School, Humboldt, TN
Graduated with Honors

·As seasonal IT at Amazon, was responsible for support and problem-solving across a wide range of software and hardware platforms, including Windows PCs, Linux thin clients, embedded devices, mobile devices, and printers.

·Provided technical guidance and customer service for DirecTV with Asurion, troubleshooting for TVs, PCs, phones, tablets, and other a/v equipment.

·Worked as an advisor with the AppleCare program, assisting customers with several Apple products and services including iCloud and iTunes on Windows/OSX, iPhone, iPad, and Apple Watch.

·Experienced with Microsoft Office products such as Word, Excel, PowerPoint, and some PowerShell.

·Experienced with Windows, Mac, and multiple GNU/Linux distros.

·Comfortable with a CLI.

Recent Work History

Warehouse Associate / Seasonal IT Support Technician at Amazon Fulfillment
February 2016 - Present
Pick (Problem Solve, Ambassador), Ship Dock, Stow (Problem Solve), and Pack

AppleCare with KellyConnect
June 2015 - January 2016
Tier 1 iOS & iCloud Advisor, work at home

DirecTV with Asurion Work at Home
2014 - May 2015
Customer Care Representative, TEC department