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| Sean Phillips  7101 5th Avenue so Richfield MN · 612.839.1784  Sphil0129@gmail.com |
| With a base of scientific knowledge and a passion for education and learning I have a varied and useful skill set. I have over 15 years of total customer service experience, most of it in the tech sector. I bring a unique balance of technical knowledge and educational experience that would be an asset to any team. |

# Experience

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| 2012 – PresentMobile Expert, T-Mobile Provide knowledge and assistance about various phones, tablets, hotspots, operating systems, and cellular plans.  Troubleshoot issues across all platforms and devices. This will include troubleshooting and fixing Android, IOS, Windows, Blackberry, and KaiOS operating systems. Device troubleshooting will range from phones, tablets, hotspots, watches, device trackers, network devices, and Bluetooth devices. |
| 2007 – 2012Lead Camera and Computer Sales, Best Buy Ensure all sales representatives are knowledgeable around camera, computer, and networking products and services.  Provide consistent and quality customer service while maintaining business growth. |

# Education

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| A.S. in Chemistry, Minneapolis Comunitity and Technical College Developed a strong foundation in mathematics, spreadsheet and data analytics, and the scientific method. |
| Working Towards BA in Education, Metropolitan State Universtiy I plan to graduate early 2023, I have a 3.94 GPA and am treasurer of the education club. |

# Skills

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| * I have worked with mobile operating systems since their inception including the iPhone 1 and the first android phone through to today. * I have knowledge of operating systems XP, Vista, 7, 8, and 10 as well as IOS from IOS 10 to current and several Linux variations. | * Proficient in MS office suite, WebEx, Teams, and Zoom. * Has 9+ years of technology troubleshooting experience. * Exceptional customer service and experience with leading lessons and presentations. |