

# TANNER CASON

## *Repair Technician/ Manager*

112 West Ave. #119, San Marcos, TX 78666

2143996333 - tcasondev@gmail.com

LinkedIn.com/in/tanner-cason

## SUMMARY STATEMENT

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## WORK EXPERIENCE

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### **Moderator - IEnergizer, Austin TX**

**July 2020 - October 2020**

- Responsible for providing customer service and software support as well as content moderation for client 2K Games.

### **General Manager - uBreakiFix, San Marcos, TX**

**May 2019 - June 2020**

- Responsible for overseeing day-to-day operation of store and supervising multiple employees.
- Trained as repair technician and worked alongside them to complete repairs.
- Responsible for handling customer service issues and ensuring an excellent customer experience.
- Designed and implemented training curriculum for incoming technicians.

### **Salesperson - Best Buy, San Marcos, TX**

**July 2018 - May 2019**

- Responsible for learning and understanding a wide array of products and services.
- Most of my time was spent interacting with customers face to face or on the phone.
- Responsible for handling cash and maintaining a till.
- Responsible for ensuring customer problems are solved effectively.
- Responsible for ensuring that customers have a working understanding of their devices and services

### **Guest Advisor - Gamestop, Multiple locations**

**September 2013 - July 2018**

- Required to maintain working knowledge of industry.
- Constant interaction with customers.
- Worked with a team to accomplish goals and meet goals.
- Responsible for handling cash and maintaining a till.

## EDUCATION

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High School Diploma - Scurry-Rosser, Scurry, TX

May 2012

Bachelor of Arts, Mass Comm. (in progress) - Texas State University, San Marcos, TX

Expected Graduation 2022

## CERTIFICATIONS

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Texas All-Lines Adjuster Certification (Pending)

## SKILLS

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### **Computer/ Electronics**

- Extensive experience using, troubleshooting, and repairing consumer electronics.
- Experience with Microsoft Office suite.
- Fast learner with strong computing background.
- Education in news media
- Some light coding experience with a willingness and desire to learn more.

- Experience writing for educational or media purposes.
- Experience with various professional software systems.

**Personal Skills**

- Excellent customer service skills.
- Fast learner.
- Creative and efficient problem solver
- Desire to help others.
- Adaptable to new environments.
- Excellent communication skills.
- Strong desire to help others

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## REFERENCES

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Norman Scott  
General Manager  
Gamestop  
5127812915

Scott Heitman  
Owner  
uBreakiFix  
8325276900

(Personal) Bobbie White  
Retired  
5015389270