Trevor Horsley

Objective

Obtain a UX/UI design position at a company that allows me to use my current knowledge and experience while continuing to grow my skills and professional experience.

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📍 Indianapolis, IN

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📱 7657178501

🌐 thorsley.github.io/

PROFESSIONAL EXPERIENCE

Technical Support Representative
Concentrix, Daleville IN

03/2015 - 01/2020

Tasks

- Provided on-call support for critical device issues related to hardware and software issues.
- Conducted in-depth product and issues resolution research to address customer concerns.
- Wrote and reviewed tickets to request maintenance to various types of equipment.
- Engaged end users and answered questions via email, phone and website live chat.

Technical Support Representative
Manpower, Muncie, IN

02/2014 - 03/2015

Tasks

- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Broke down and evaluated user problems using personal expertise and probing questions.
- Answered incoming calls from residential and small business customers on hardware and software products.

EDUCATION

High School Diploma
Daleville Jr-Sr High School

01/2007 - 05/2011   *Daleville, IN*

Web Development
Eleven Fifty Academy

01/2020 - Present   *Indianapolis, IN*

SKILLS

HTML CSS Javascript Adobe Illustrator DOM

Adobe Github Photoshop illustrator

Adobe Photoshop Bootstrap

PERSONAL PROJECTS

Motocross app
- Made with figma
- Redesign of a moto cross app that allows the user to login, search for nearby tracks and easily access information on the track.
- Displays three screens of the app designed . Login, Maps and Track

Path Schools
- School application designed in figma
- Made with figma.
- Displays three screens of the app designed . Dashboard ,Subjects and Groups.