

Trevor Rice

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Education

- **Boise State University** Boise, Idaho
Bachelor of Computer Science Student *Current*
 - Relevant Courses: Computer Science I and II, Data Structures and Algorithms, Systems Programming, Engineering Statistics, Digital Systems, Microprocessors
 - Cisco CCNA
 - CompTIA: A+, Network+
- **Cisco** San Francisco, CA
CCNA *August 2005*
 - Relevant Courses: CCNA
- **CompTIA** Downers Grove, IL
October 2005
 - Relevant Courses: A+, Network +

Experience

- **CenturyLink Telecommunications** Boise, Idaho
Repair Supervisor *February 2004 – Present*
 - Supervisor of Technical Support Agents (2007 - Present) - Manage 12 - 16 support agents in a call center environment. My team and I support both internal and external customers. My function is as a supervisor, a resource and a software developer.
 - Software Developer (2005 - Present) - Created several internal web-based tools used in supporting customers Internet connection and managing account information. I manage three other support tools that have been developed for the same purpose with more information integration.
 - Senior Support Technician (2005 - 2007) - Technical support for Internal and External customers. Skills: Trouble Isolation, Problem Solving, Networking, Tier III Engineering Support for Next Level Equipment
 - Internet Support Technician (2004 - 2005) - Supported customers Internet and home networks, email, browsing, etc.
- **EDS - HP Engineering Center** Boise, Idaho
Hardware Support Engineer *June 2000 – February 2004*
 - Supported Beta and early release of HP Digital Cameras - Provided support for all HP Cameras released while isolating emerging issues, developing trouble solutions, and documentation

Skills

Languages: C, Java, Javascript, HTML

Operating Systems: Linux, Windows 9x, XP, 7, CE, OSX, iOS

Debugging: Debugging defects, hardware, software, websites, networks

Troubleshooting

Telecommunications

Management

Technical Writing

Broadband

LAN-WAN

Wireless

Creative Problem Solving