

# Trevor Rice

208-440-9519

trice@cs.boisestate.edu  
<https://www.linkedin.com/in/ricetrevor>

## 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**