Tracy Lyon

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OBJECTIVE STATEMENT

I am looking for a position where I can best utilize my skills and abilities to help Hewlett Packard, Inc. to move into the future continuing to produce amazing products and services to a global culture.

SUMMARY OF QUALIFICATIONS

❖ Excellent programming skills utilizing such languages as C++, Python, and Java in varied environments and projects creating user-friendly programs able to be used by clients with various levels of ability.

❖ Expert technical support skills with Windows and Android operating systems, ensuring that the client can understand and implement suggested solutions.

❖ Strong research, analytical, problem solving, and algorithm-development skills with a wide range of clients of differing levels of technical ability making sure that they can understand without feeling misunderstood or inadequate

❖ Possesses excellent written and verbal English communication skills which have been instrumental in streamlining processes and productivity in multiple positions

❖ Ability to multi-task and handle different projects and priorities in a variety of situations resulting in a smooth flow and on-time delivery of projects

Programming languages and proficiencies:

Languages: C/C++, Java, Python, MySQL, SQLite
Operating systems: Windows, Ubuntu Linux, MAC OS

Related Work Experience:

Alorica   Advanced Technical support AT&T   Spokane, WA   10/14-08/15

Provided technical support to users experiencing problems with cellular phones, network connectivity, and email, among other things. Skilled at explaining technical solutions to customers regardless of their level of technical ability. Worked in fast paced environment, maintaining high customer satisfaction as demonstrated through customer surveys. Able to multi-task and keep accurate and detailed notes about each customer's needs and the resolution that was achieved.

Education:

Washington State University   Vancouver, WA   Bachelors in Computer Science