



Dylan Morgan

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Experienced in Web Development, Programming, Customer Service, Software and Hardware Troubleshooting, and Electronic Device Repair

Professional Experience

Batteries Plus Bulbs

05/21 - present

Master Tech

- Performed a wide range of services for both retail and commercial customers. Performed device diagnostic and repair on cellphones, tablets, and laptops.

Target

09/19 - 05/21

Specialty Sales Team Member

- Assisted guests in finding electronics and answering any questions they had. Also assisted in setting up new devices.

Bend Broadband

05/19 - 07/19

Technical Support Advisor

- Took inbound calls from both residential and commercial customers to troubleshoot issues with Internet, Phone, and Cable.

IBEX Global

04/18 - 04/19

Senior Technical Support Advisor

- Provided excellent customer service over the phone to resolve software issues on a wide range of popular electronic devices and cell phones. Worked with engineers and followed up with customers on new issues. Took ownership of issues not resolved in a single call and followed up until resolved.

Regal Entertainment

02/18 - 04/18

Cast Member

- Worked in most aspects of the theater from concessions to being an usher. Worked with food and upsold products.

Starbucks

04/17 - 01/18

Barista

- Provided excellent customer service in a fast paced environment. Performed general closing duties.

Education

Oregon Institute of Technology

- 2 years toward a dual major in Software and Embedded Systems Engineering with all Math Requirements Completed.

Key Skills

- Fullstack, C++, Customer Service, Troubleshooting, Device Repair, Software Design