



# Dylan Morgan

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

## Professional Experience

### Kiefer Mazda

03/23 - present

#### Automotive Technician

- As a Certified Automotive Technician my responsibilities include maintenance and repair of a non diagnostic nature. These include but are not limited to: Oil Changes, Tire Rotation, Flat Tire Repair, Tire Replacement, Wheel Alignment, Brake Pad inspection and replacement, etc.

### Batteries Plus Bulbs

05/21 - 12/22

#### 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