

Xavier Strothers	Phone: 919-225-3055
<i>Durham, North Carolina</i>	Email: xavier.strothers123@gmail.com

Profile Overview

- Bachelor's of Science (Computer Science)
- 2+ years of Customer Support
- 1+ programming experience (XCode, Python, Objective C)
- Technical knowledge of computers, networks, printers and wiring
- Comprehensive knowledge of PC hardware/software installation, repair, testing and troubleshooting
- Working knowledge of Microsoft operating systems; proficiency in Microsoft Office Suite
- Strong communications skills, ability to assist customers in person and on the phone, remote sessions
- Adaptive, ability to work in fast paced, changing environment

Technical Skills

COMPTIA A+ Certification (Feb 2023), Troubleshooting, Level 1 Support, Access Provisioning, Directory Management, Deskside Support, PC support, Printer troubleshooting, Cell Phones installation, Tablet support

Education

Bachelor of Science (Computer Science), Randolph-Macon College

- 3.7 GPA
- Student Athlete: Football, 2 Time First Team All-Region and All-Conference

Skills

• Troubleshooting	• Hard Worker	• Team Player
• Solution Oriented	• Customer Service Oriented	• Positive mindset

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Experience

January 2022-January 2023

Software Developer (iOS), Walmart

- Develop, build, and maintain software tools used everyday by consumers
- Complete Daily tasks as assigned by lead
- Assist team members in implementation of tasks

Novemeber 2022 - Present

Client Services/Security Professional, Allied Universal

- Access Provisioning
- Client Support
- First POC for Client Services

January 2021-January 2022

Client Software Consultant/Client Relations, Costar Group

- First POC for inbound calls regards software product issues, remote access, troubleshooting
- Reached daily outcall and report expectations as assigned by manager
- Trained new customers on navigating software product via remote access, zoom, phone call
- Led teammates on custom service approach

May 2017- December 2021

Assistant Football Coach, Randolph-Macon College

- Managed 10-15 student-athletes in On-Field and Academic responsibilities
- Recruited over 150 schools within 150 Mile Radius
- Identified well rounded student athletes fitting specific criteria
- Handled Social media Posts for Twitter/Instagram/Facebook,

January 2017

Database Management Intern, Dixon-Wells Insurance

- Maintained day to day operations with Customer Relationship Management software
- Handled incoming Customer Service Calls and operated phone directory as assigned by manager

January 2015 - December 2016

Interlibrary Loan Office Manager, Randolph-Macon College

- Facilitate daily transfers of Library materials to network of libraries across the US
- Coordinate working schedule for students