

Shane Sevier

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Professional Summary

I am pursuing an entry level position where I can grow upon my 3 years support experience. I possess exceptional interpersonal & conflict management skills. I am a self-starter and excel at handling multiple tasks simultaneously. There is no problem to big or small for me to solve.

SKILLS

- Tech Support: OS X (3 Years), iOS (3 Years)
- Operating Systems: Windows 7/10/XP/, Mac OS X (6.8-Mojave), Unix (Ubuntu)
- Languages: C#.NET (1 year), iOS (Beginner),
- Libraries: .net
- Environments: Visual Studio 2012 (1 years)

Education

Associate of Applied Science. Computer Information Technology: Cyber Defense
Degree expected May 2019
Columbia State Community College. Columbia, Tennessee
Current GPA 3.6

Experience

Tractor Supply Company [CONTRACT], Brentwood, TN — Technical Writer

January 2019 - March 2019

- Managed two interns research in emerging technology
- Kept correspondence with Enterprise Architects
- Drafted and completed documents for Enterprise Architects

Ibex Global, Spring Hill, TN — Tier 2 Technical support

March 2015- June 2018

- Received consults from my own and different departments for assistance in performing Troubleshooting over the phone and any other customer needs to ensure that they're confident using their devices
- Carefully listened to and understand customer issues
- Probed and isolate issue causes
- Utilized available resources to identify appropriate solutions for customers
- Explained product features and benefits, answering questions and setting proper expectations for customer inquiries
- Ensured customer satisfaction through effective call resolution
- Identified and escalate emerging product or customer dissatisfaction issues

Awards and Achievements

Dean's List — Spring 2018 / President's List — Fall 2018