

DYLAN WOOLRICH

OBJECTIVE To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people

SKILLS & ABILITIES Multi skilled, efficient, reliable and diversified with 2 and a half years of customer service experience. Goal driven for large and small businesses with sales goals and deadlines. I am proficient in Microsoft software including but not limited to Word, Excel, PowerPoint, and Outlook. Multi-faceted skill set covering sales, client relations, account management, and project management. Strong communication skills, detail oriented, goal driven, and easily able to understand and learn anything that is necessary to complete a task.

EXPERIENCE

COMPUTER TECHNICIAN, RETAIL DATA SYSTEMS

February 2015- August 2015

Answer incoming phone calls and attempt to troubleshoot issues over the phone. If unable to solve the issues, I would proceed to obtain information needed to format a new (POS) system (Point of Sales). Send authorization form to client through email and or fax. Once received with proper signatures I would configure the new system with proper programs that were needed then proceed to pack and have the system ready to be delivered. I would work on all parts of the machine including replacing touchscreens, motherboard, RAM, and power supplies.

SEASONAL SALES ASSOCIATE, BEST BUY

September 2014 – January 2015

Greeting customers as soon as possible. Answering customers questions to the best of my knowledge. Demonstrating products while maintaining a professional demeanor. Selling merchandise based on the customer needs and wants. Maintaining stores appearance. Meeting and exceeding personal sales goals. Assisting and merchandising activities.

DATA ENTRY SPECIALIST, DTR INVESTMENTS

February 2012- June 2014

Answer incoming phone calls and assisting the customer to the best of my capability. Entering credit card information that was gathered by the sales representatives. Maintaining website appearance for company. Inputting course exams into website properly so that customers would take them and be able to complete their continuing education. Basic troubleshooting included password resets and guiding customers through our website.

SEASONAL SALES ASSOCIATE, LOWE'S HOME IMPROVEMENT

November 2011 – Jan 2012

Greeting customers as they entered. Strong organizational skills. Using equipment to properly cut Christmas trees to size. Loading vehicles with merchandise including Christmas trees, pavers, and fencing.

EDUCATION

NORTHEAST HIGH SCHOOL, ST. PETERSBURG, HIGH SCHOOL DIPLOMA

Graduated with a 3.0 GPA and also attended a program called Academy of Information Technology.

ST. PETERSBURG COLLEGE, ST. PETERSBURG, 9 CREDITS COMPLETED.

Major is currently Network Engineering .

REFERENCES

NAOMI STULL

Sales Manager, DTR Investments
1-800-977-8641

CHARLES ROBERTS

Excel Engineer, Linvatec
727-871-1985

ELIZABETH ROYAK

Director for Northeast's High school Academy of Information Technology
727-570-3138 x 1082