Anthony Laroe
VOIP Install Technician

aalaroe@outlook.com - (303)349-5621

WORK EXPERIENCE

VOIP Install Technician
TekSystems/ComNet Communications - November 2014 to November 2014

Short-term project to retrofit entire office building communication system.
• Remove old PBX phones and install new Cisco VOIP phones.
• Setup and program each new phone to individual employee extension.

PC Helpdesk Technician
Casey Industrial - June 2013 to August 2013

Assist corporate employees for Tier 1 issues when calling into Helpdesk line, escalating to Tier 2 when necessary.
• Completed all setups and upgrades for corporate computers. Packaging and shipping laptops to off-site employees.
• Open new and follow-up on open trouble tickets to completion.

Tire and Lube Greeter
Walmart - March 2011 to August 2011

Help customers to begin service on their vehicles.
• Sold additional services to meet company issued sales goals.
• Act as backup to technician when needed.

Call Center Supervisor/Customer Care Representative
The Warranty Group - July 2007 to June 2010

Manage team of agents including hiring, training and coaching.
• Handle inbound and outbound technical support calls for PCs, home appliances, and musical instruments for warranty work.
• Administered Escalation line for upset customers. Assisted customer above and beyond when situation required.

Assistant Manager
Gamestop - November 2004 to November 2004

11/2004-06/2017
Gamestop
• Retail sales and customer service.
• Manage store in relief of the Store Manager.
• Meet and exceed company set sales goals.

EDUCATION

Certificate in Computer Information Systems
Front Range Community College - Westminster, CO

May 2013

High School Diploma
Denver Lutheran High School - Denver, CO
May 2004

ADDITIONAL INFORMATION

CUSTOMER SERVICE SKILLS
• Proficient in providing first point of contact to customers and clients. Provide one call resolution to each call when possible.
• Comfortable in taking 80-100 inbound calls and providing outbound service to customers on need to basis.
• Data entry of customer contracts into AS/400 and proprietary database.