

Noah C. Dodd

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Entrepreneur with experience in customer service, technical support, and team management.

Experience:

Circle Graphics: (November 2018 – Present)

- Managed over 100 accounts needs for advertising printing.
- Worked with sales, production staff, graphic design teams, and executives from project start to finish.
- Provided customer service and training to our customers, assisted them placing orders via our website.
- Submitted several process improvement documents that became the SOP.

CCI/IBM: (June, 2011 – November 2018)

IBM CTS Level 1.5 Agent Miller-Coors / NiSource

Duties:

- Assisted with onboarding new agents and asset management for new employees.
- Worked with international support teams to write documentation/procedures for team use.
- Assisted in advanced troubleshooting and remote access resolve issues.
- Infrastructure support for the team, managed other employees passwords, accesses/permissions, ect...
- Assisted in training and development of my teammates with both classroom and 1 on 1 sessions.

Contractor for Level 1, Pool 3 accounts

Duties:

- Received inbound calls from IBM sales/internal employees.
- Received inbound emails and inbound chats troubleshooting customer questions and issues.
- Used documentation in knowledge databases to resolve client issues.
- Tracked tickets and calls in multiple ticketing tools: TSRM, MAXIMO, IMPACT.
- Used remote desktop to resolve issues and instruct users on how to use programs and find information on their own computers.
Worked in conjunction with several desk-side support teams to resolve issues directly and indirectly.
- Worked in conjunction with multiple level 2 teams to resolve issues directly and indirectly.

CCI/IBM: Contractor for Level 1 BestBuy Helpdesk

Duties:

- Used documentation in knowledge databases to resolve client issues.
- Used Citrix to resolve client issues with tools on the client's network.
- Performed auditing tasks and reviewed other employees work.
- Used Live Person chat support programs as well as IMPACT tools to log and track client issues.
- Worked in conjunction with multiple level 2 teams to resolve issue directly and indirectly.

Dillard's: Sales Associate (Aug, 2010 - Apr, 2011)

Duties:

- Handled customers sales
- Assisted in hosting exclusive customer events.
- Performed advanced selling tactics to reach goals and meet quota.
- Assisted in putting together displays and visual elements.

Pacific Sun: Assistant Manager (Nov, 2009 - Aug, 2010)

Duties:

- Performed advanced selling tactics to reach goals and meet quota.
- Managed teams of up to three employees for daily duties and special tasks.
- Provided manger overrides and oversaw complex transactions.
- Calculated income from sales and set store goals from trending data.
- Created schedules for all employees and met individual needs.
- Key holder position and opened and closed the store.
- Cash handling, prepared bank deposits with store funds.
- Assisted in putting together displays and visual elements.

Education:

Silver Creek High School, Longmont CO (Graduated - 2008)

References:

Name: Beau Bennett	Phone: (303) 775 - 8562
Title: Mens Department Manager	Company: Dillard's
Name: Lisa Cantu	Phone: (303) 354 - 1538
Title: Team Lead	Company: IBM
Name: William Chestnut	Phone: (970) 381 1506
Title: Team Lead	Company: IBM