

Alexander Walls

913 State St Apt. 1
Watertown, NY 13601
(315) 777-4021
awal_us@yahoo.com

Past Experiences, Acquired Skills, and Volunteering

As a food service 'Team Member':

- Prepared food items made to order.
- Stocked items involving handling large containers of product.
- Processed orders, handling money in exchange for products.
- Communicated with customers, for survey or correction of orders.
- Repaired problematic equipment to working order (including preventative maintenance).
- Often performing under pressuring / taxing conditions (malfunctions, rush periods, etc.).

As a 'Customer Support Representative', then later as a member of 'Technical Support':

- Assisted customers with troubleshooting of malfunctioning and problematic equipment.
- Provided a repair triage and arranged service center appointments when a technical issue requiring repair arose.
- Resolved inconsistencies with fellow peers in an internal senior support group.

As a 'Cashier':

- Operated touch-screen registers, handling customers orders and checking out items.
- Assisted with locating items within the store, as well as assisting with purchasing decisions.
- Provided customer service, handling customer returns as well as assisting with wire transfers and money orders.
- Performed preventative maintenance, cleaning areas of work and product display.
- Prepared photo orders, assembling photo packages as well as booklets, canvas, etc.
- Guided customers through electronics purchases, recommending available products as would suit the individual or groups needs.

When I Assisted GamerzLAN, a computer gaming compound (Nov. '05 - May '07 / Nov. '08 – Jan. '09)

- Managed store on several occasions, especially during lengthy events (sometimes spanning multiple days at a time).
- Provided technical support for many computer problems of varying complexity.
- Administered a network, including maintenance of several managed network stacks and a public Wi-Fi access point.
- Operated a cash register, handling small orders for prepared food and access fees.
- Offered assistance and suggestions in building computers from scratch, generally for the purpose of playing video games.

As a 'Technical Assistant' to Beyond Nerd, a Game Sales & Service company (Mar. '12 - Mid 2014)

- Repaired game consoles. Most consoles repaired to complete working order, including board level repair on older consoles as well as software repairs on newer consoles where needed.
- Assembled and configured computers, both desktop and server configurations, generally involving installation of Debian Linux with a graphical environment and / or CentOS.
- Assisted with development of repair center, suggesting necessary tools and providing recommendations on what items would help with the repair process.
- Tested individual video games to ensure working order prior to sale, generally through disc surface testing software, as well as some play testing (generally on cartridge based games).

When Assisting friends and family

- Provided assistance "on call," setting up or performing taxing repairs too complex to perform over the phone.
- Provided answers to pre-sales questions, often suggesting products for given needs, whether that may be an upgrade path or a new purchase.
- Repaired game consoles, generally providing board level repair to older systems.

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Education

June 2004
High School - NY Regents

Indian River High School
32925 US RTE 11
Philadelphia, NY 13673
(315) 642-3427

January 2005 - May 2005
Computer Science (Not Completed)

Jefferson Community College
1220 Coffeen St
Watertown, NY 13601
(315) 786-2200

Employment

December 2005 - January 2007
Crew Employee

McDonald's
7952 US RTE 11
Calcium, NY 13616
(315) 629-4078

April 2007 - December 2008
Technical Support (Tier I, then Tier II)

Stream Global Services (Now Convergys)
146 Arsenal St #1
Watertown, NY 13601
(315) 785-9200

April 2009 - February 2010
Crew Employee

Burger King
1081 Arsenal St
Watertown, NY 13601
(315) 788-9050

June 2010 - Current
Cashier / Front End Associate (Service Desk, etc.)

Wal Mart
20823 NYS RTE 3
Watertown, NY 13601
(315) 786-0145