

KYLE SPENCER

Henderson, CO 80640 | www.linkedin.com/in/kyle--spencer/

Professional Summary

Hardworking and dependable IT Professional with over 5 years of experience in difficult customer service environments. Skillful in active listening and problem solving to ensure customers satisfaction. Passionate about serving the needs of both company and client, going beyond expectations to reach company's vision and goals.

Skills

- Management/customer service experience
- Sales experience
- Identify, use, and connect hardware components and devices.
- Troubleshoot device and network issues
- Explain types of networks and connections including TCP/IP, WIFI, and SOHO
- Set up client-side virtualization
- Install and support Windows OS including command line and client support.
- Understand MacOS and Linux

Work History

Customer Sales Associate

04/2020 to 09/2020

Lowe's – Northglenn, CO

- Pursued resolutions to achieve complete customer satisfaction, including tracking down hard-to-find merchandise at diverse locations.
- Provided accurate information about promotions, customer programs and products, helping drive high customer retention.
- Offered each customer top-notch, personal service and polite support to boost sales and customer satisfaction by using company's SMART (Seek, Meet, Add, Review, Thank) customer service process.
- Provided active listening skills to help problem-solve customer questions and concerns.
- Communicates information to customers regarding all stock, special order merchandise, feature benefits, application, and warranty information related to Lowe's programs.
- Cross-functionally trained in other areas of the store to help deliver the best customer service and improve sales.
- Supported Asset Protection in shoplifting, theft, and other security risks, and promptly communicated these issues.

Bartender

09/2017 to 03/2020

Brothers Bar and Grill – Denver, Colorado

- Maintained relationships with restaurant vendors to facilitate effective inventory management and implement cost controls.
- Took customer orders and capitalized on opportunities to sell special beverage and food options.
- Kept accurate inventories and notified management of ordering needs for liquor, beer, wine and bar supplies.
- Upsold daily specials and beverage promotions to exceed daily sales goals.
- Managed accurate register and produced daily sales reports backing up inventory usage numbers using POS system
- Followed state and local regulations to ensure legal age requirement were met.
- Applied excellent organizational and multitasking abilities to handle simultaneous customer, team and business needs while avoiding unnecessary delays or errors.
- Set up glassware, liquor and other necessary supplies for special events.
- Established rules for ejecting problem customers from bar to reduce liability and maintain pleasant environment.

Education

CompTIA A+ And Network+ Certification: Network Support

Expected in 12/2020

ActivateIT Powered By Per Scholas - Denver, Co

University Of Colorado Denver - Aurora, CO

Aug 2016-May 2018

Computer Science emphasis