

Daniel Sage

Certified Repair Technician, Software Developer

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Professional Profile

Technically savvy professional with a current CompTIA A+ certification and knowledge of macOS, Windows, and various Linux distributions. Recognized for exceptional customer service skills and strong ability to bring problems to a quick resolution.

Experience

2016 – Present

Technician Level II – *Micro Center (Westmont, IL)*

My primary duty was ensuring all customers left happy. I achieved this by:

- Accurately diagnosing hardware and software failures
- Consistently maintaining a clean, organized work area
- Educating customers on proper usage of hardware and software
- Educating coworkers on obscure, rarely-used procedures
- Lending a hand to coworkers when they needed assistance
- Maintaining macOS Server for use during Apple's diagnostic process
- Maintaining Windows Deployment Services to reliably image units
- Meeting all quoted contact commitments, even with bad news
- Obtaining vendor certifications to familiarize myself with equipment
- Suggesting and implementing improved standard procedures

Education

2015 – Present

B.S. in Software Development – *Western Governors University*

IT & Vendor Certifications

2015 – 2018

CompTIA A+

2017 – 2018

Google G Suite Administrator

2015

Microsoft Certified Professional

Current

ACiT & ACMT

Dell Alienware, Chromebook, Desktop, & Notebooks

HP Commercial

Lenovo