

# BRENDAN BLANCHARD

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## OBJECTIVE

To work in a dynamic environment that allows me to develop and use my technical skills, as well as an opportunity to work with customers with dynamic requirements.

## EDUCATION

**Bachelor of Science in Computer Science**, *Montana State University-expected graduation 2018 (GPA: 3.74)*

**Bachelor of Science in Business Management Information Systems**, *The University of Montana 2012*

- Achieved a 90<sup>th</sup> percentile ranking on the nationally given business major field test
- Montana Information Systems Association Member

Graduated with a 3.63 GPA

## WORK RELATED EXPERIENCE

**TechLink Center Intern**, MSU TechLink Center, *Bozeman, Montana*

6/16-current

- Writes automated test for web based application using C#
- Works in team of 7 people working with Kanban board to manage the project
- Git master approves merge request into project from other developers

**Assistance Queue Customer Service Rep (CSR)**, DIRECTV, *Missoula, Montana*

4/14 - 7/15

- Resolved supervisor calls and answered/CSRs questions
- Assisted Team Leaders in ambassador team program to reach desired goals
- Audited callbacks and listened to live calls

**Technical Support CSR**, DIRECTV, *Missoula, Montana*

4/07 - 3/14

- Conducted clinic to improve network troubleshooting for team
- Fielded inbound calls to resolve customer's technical issues
- Assisted Team Leader with training

**Employee Development Coach**, DIRECTV, *Missoula, Montana*

1/10 - 9/10

- Developed a team of agents to meet graduation
- Conducted quality evaluation on agent's calls
- Documented agent's progress throughout OJT

## Qualifications and Related Skills

- Detail oriented and excellent troubleshooting skills –10 years' customer service experience
- Goal and performance driven with proven results –3 years' supervisor experience
- Able to easily learn and use new technologies
  - Experience with web development/HTML/CSS/WordPress
  - Experience with Java and C and C# Programming Languages
- Highly responsible –perfect Attendance 2013/missed one day in 2014
- Takes ownership of problems
- Big proponent of working in highly effective team

