SCOTT DANIELS

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Skills

- Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Processing Information — Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data
- Interacting with Computers — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Communicating with Supervisors, Peers, or Subordinates — providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Active listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Experience

Comcast Puyallup WA 98371   1997-2017
Tier II support
- Using computers and computer systems (Microsoft Office) and other systems to add information in to the data base.
- Take incoming calls and provide information about product and assist in resolving issues related to the product.
- Schedule appointments and set up trouble calls.
- Worked in a fast pace environment to restore service to customers in a limited time frame.
- Actively troubleshooting with in a large system to resolve issues within the data base or troubleshooting a personal equipment
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US Army (Active and Reserve)   1982-2004

Education

Bates Technical College
Applied Science Associate Degree in Business and Data Analytics   2018

MTA 98-364 Database Fundamentals   2018

Awards/Affiliations

- Phi Theta Kappa   2018
- Volunteer Captain for Cast for Kids   2011-present
- Served on the board of Tacoma Outboard Association   2006-2015