

## Contact

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## Top Skills

Hardware Diagnostics

Customer Support

Android

# Maxwell Johnson

Experienced in IT Technical Support, Technology Education, Consultation, and Clerk Work. Currently studying Digital Design with a focus on UI/UX Design.

Lakewood, Washington, United States

## Summary

Experience in IT Technical Support, consultation services, software repair, hardware repair, and clerical duties.

I am currently pursuing an education in relation to UI Design and app development. During this time I am as well currently working on my Microsoft Azure Essentials and CompTIA A+ certifications.

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## Experience

### Geek Squad

#### Advanced Repair Agent

September 2021 - Present (3 years 2 months)

Tacoma, Washington, United States

Consult, quote, and administer repair work with a wide range of clients that require technical and hardware support.

Flex between roles as a Consultation Agent and the duties of an Advanced Repair Agent.

Educate clientele on the usage of their devices they bring in, including but not limited to smart phones, tablet, desktop computers, laptops, and more.

Ensure unhindered operations for myself and my coworkers by keeping neat and organized workstations and clear order of operations.

Document and file any information that can be used to help with future repairs or interactions for clients.

Demonstrate a high knowledge of clerical work dealing with filing and sorting.

### Hobby Lobby

#### Stockman

July 2020 - September 2021 (1 year 3 months)

Federal Way, Washington, United States

Perform warehouse duties including but not limited to:

Unloading weekly product and supply truck

Perform cleaning duties of all facilities

Perform upkeep of warehouse tools and facilities  
Stocking of product on floor  
Unboxing and sorting of product to be stocked  
Construction of additional displays and warehouse shelving  
Performing additional menial duties as directed

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## Education

Pierce College at Fort Steilacoom

Associate of Arts and Sciences - AAS, Web Page, Digital/Multimedia and  
Information Resources Design · (January 2023)