

Henry Bryant

Phoenix, AZ
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(602) 384-0362

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Technical Support Representative

Synergy Solutions - Phoenix, AZ
October 2017 to Present

- Provide technical support over the phone as it relates to Ring security systems
- Apply diagnostic utilities to aid in troubleshooting (Ring Assist)
- Perform Firmware updates to user devices as needed
- Assist customers with billing issues and video recording subscription updates
- Immediately respond to alerts and escalate as necessary to on call
- Efficiently work tickets via email and phone calls
- Basic Wi-Fi network troubleshooting
- Track customer issues and resolutions

Sales Representative

TLC Resorts - Las Vegas, NV
June 2016 to September 2017

- Sell mini vacation packages and set timeshare presentations over the phone
- Respond to all customer inquiries thoroughly and professionally
- Communicate with and supported sales, marketing and administrative teams on a daily basis
- Consistently meet weekly personal and company sales goals

Overnight Load Crew Supervisor

Smart and Final - Mesa, AZ
April 2008 to January 2016

- Deal with incoming stock deliveries during the night by unloading freight trucks
- Transport freight to sales floor after ensuring that the sufficient quantity has been delivered
- Place price tags on items and ensure that bar codes are correctly placed

Education

Associates in HVAC

Refrigeration School - Phoenix, AZ
April 2010 to December 2011

Associates in Electronics Technology

Heald College-Concord - Concord, CA

October 1999 to April 2001