

**Allan E. Hutchison**

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**SUMMARY**

Enthusiastic and dedicated Customer Service/Technical Support Representative, with the ability to analyze and understand customer needs. Good working knowledge of the student loan servicing, financial services, telecommunications and domain, web hosting and e-commerce industries.

**EDUCATION**

**BS**, Marketing, Arizona State University, Tempe, AZ  
**AS**, Business, Chandler-Gilbert Community College, Chandler, AZ

**PROFESSIONAL EXPERIENCE**

**GODADDY.COM, Inc.**

**June 2007 to February 2011**

*Domain name, web hosting, email and e-commerce solutions provider*

**Technical Support and Sales**

Handling inbound calls and emails from current and perspective clients for technical support and/or sales. Troubleshooting and resolving email, web hosting (Linux and Windows shared/virtual/dedicated), DNS, Database and site builder technical issues. Assisting current clients in the setup and usage of their products (domains/DNS, web hosting, email, e-commerce applications, etc). Also provided billing support including billing inquiries, credit moves and refunds. Reviewed current clients accounts and assessing their needs for additional products and services.

- Coached and assisted newly hired team members
- Received quality awards and numerous client compliments.
- Hosting Support Pilot Team July 2009

**TARGET FINANCIAL SERVICES**

**October 2001 to June 2007**

*Credit center for Target National Bank department stores.*

**Guest Services VISA Representative**

Handling inbound calls for Target, Mervyns, Marshall Fields and Target VISA credit card accounts. Answering and resolving billing and account related questions and issues. Enrolling Target and Target VISA accounts in the Take Charge of Education program. Promoting and providing information and materials for Target's community giving programs.

- Notifying team members of changes to company policies via electronic, paper memos, one-on-one, department and/or team meetings.
- Received frequent quality awards and Guest and Team Member Compliments for excellent customer service.

**COX COMMUNICATIONS, Phoenix, AZ**

**April 2001 to June 2001**

*Phoenix largest cable television provider.*

**Technical Support**

Handling inbound customer calls regarding cable television service and equipment. Troubleshooting to determine if the problem experienced by the customer was related to an outage, loose connections, bad cable lines or equipment or caused by customer error. Presented information on the costs and benefits to adding additional premium services or upgrading to digital service.

**USA GROUP LOAN SERVICES**, Chandler, AZ  
*Student loan servicing corporation.*

**July 2000 to April 2001**

### **Customer Contact Operations**

Inbound customers service, collections (default prevention), and skip tracing. Contacting borrowers, co-signers and references in order to update borrower's demographic information and when needed, to make payment and other arrangements.

- Received numerous monthly quality awards for excellent customer service.
- Trained in the use and operation of the DAVOX auto-dialer and Rumba main frame systems.

**AT&T**, Mesa, AZ

**June 1999 to July 2000**

*Nations largest telecommunication provider.*

### **Customer Service and Sales**

Handling inbound customer calls regarding long distance, wireless and Internet billing and service issues. Described and sold other products and services offered by AT&T to current and perspective customers.

- Participated on an escalation and review team. Responsible for contacting customers who felt they had a billing or service issue, which had not been resolved on their first contact with a customer service representative.
- Initiated an adjustment review process for team members who have had a billing adjustment denied. Process included reviewing the account notes, determining why the representative felt an adjustment was needed and comparing this to the established guidelines.
- Created a process to inform team members of recent changes to company policies. This included reviewing the list of changes for items that applied directly to our team and sending electronic memos to team members.
- Awarded AT&T Common Bond Award in March and April 2000. This award was given when a customer contacted management regarding a good experience they had with a representative.

**ESPECIALLY 4U TOURS & TRAVEL**, Mesa, AZ  
*Travel agency specializing in custom group tours*

**January 1999 to October 2003**

### **Webmaster and Marketing**

Managing company website and Internet marketing campaigns.

- Revamped existing website, which included converting files from MS Publisher format into HTML format.
- Created online tour reservation and brochure request forms enabling online customers to book tours or order brochures via the Internet.
- Established company wide e-mail system and integrated the system into the company's website.
- Implemented and maintained a specialized section on the company's website for hearing impaired customers, which contained tours and information targeted towards these clients.

## **COMPUTER SKILLS**

Software - Microsoft Windows XP/Vista/7, Office, Internet Explorer, Outlook, Publisher, Works  
Open Source Software - OpenOffice.org, Mozilla Firefox, Mozilla Thunderbird, Linux Mint/Ubuntu  
Programming Languages - Basic, HTML, JAVA Script, and Pascal