

Billy J Sells Jr.

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SUMMARY:

Applicant possesses expert level of experience as a Technical Support Representative on the Asurion Pilot team. As a technical expert on the Premier Protection and Support team, many smart home and small businesses, were successfully launched with our experts skills and knowledge of Microsoft Windows, Apple OS, Android and IOS mobile device troubleshooting and repair.

EDUCATION:

University of Phoenix – Bachelor of Science – IT/Visual Communication – Multimedia Design / Instructional Design
Grove School of Music – Recording Engineering & Digital Music Production Technology Certificate
East Tennessee State – Coursework in Electronic Technology IPC-A610 Electronic Certificate

EXPERIENCE:

Pilot Team -Asurion

2016-Present

Comcast startup technician
(SMB) Small Business Team Startup
(CDW, Dish, Teros, Walmart, Suddenlink & Optimum) Pilot Team Specialist

PSS Tech Verizon Tech Coach-Asurion

2014 - 2016

Technical support of clients smart devices.
Setup and repair of all Verizon cell phones and tablets.

Communication Test Design Inc.

2011 - 2014

Testing and electronic repair of Motorola Cable Boxes
IPC-A610 Electronic Certification / Solder Technician

Motorola Trainer, Lead Technician

2007 - 2011

Touchstone Wireless - Bristol, TN

Lead repair technician for Motorola Cell Phones
Created Training program for all Motorola technicians
which raised quality and production time for Touchstone Wireless.

Senior Production Operator, Graphic Design

2000 - 2007

FedEx Kinko's-Nashville, TN

During my career at FedEx Office which started from a small startup as Kinkos, I was able to be part of startups in California and in Nashville Tn. I supervised two of the biggest stores and one being at the Vanderbilt Campus. I also helped to transition into FedEx Kinkos & FedEx Office as a Lead Production Supervisor.