

Dylan Negron

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Professional Summary

IT Support and Customer Service professional with 2.5+ years of Help Desk experience and extensive experience in a high-volume AT&T; call center environment. Skilled in troubleshooting technical issues, resolving billing and account concerns, supporting wireless and internet services, and delivering exceptional customer experiences. Experienced in sales, service, and technical support while managing multiple systems simultaneously. Seeking to transition back into Information Technology and leverage a combination of help desk, troubleshooting, customer support, and web development experience.

Professional Experience

Premier Service Consultant – AT&T; | Evansville, IN | August 2025 – Present

- Provide front-line support for wireless, internet, account, device, and billing issues in a high-volume call center environment.
- Troubleshoot customer technical issues and guide users through service and device resolutions.
- Handle escalations, account management requests, and service-related inquiries.
- Consistently identify customer needs and recommend additional products, wireless lines, and internet services.
- Maintain customer satisfaction while meeting sales and performance metrics.
- Navigate multiple systems simultaneously to document interactions and resolve issues efficiently.

IT Help Desk Technician – TotalMed Solutions | Evansville, IN | November 2022 – April 2025

- Provided Tier I–II technical support for desktop computers, laptops, and peripheral devices.
- Resolved service tickets within SLA timeframes, minimizing user downtime.
- Assisted with workstation setup, configuration, and deployment.
- Troubleshot Windows OS, software, and connectivity issues.
- Documented solutions in ticketing systems and knowledge bases.
- Served as an escalation point for complex issues.

Sales Representative – AT&T; | Evansville, IN | May 2021 – November 2022

- Delivered technical and customer support in high-volume service environments.
- Assisted customers with devices, services, troubleshooting, and account management.
- Built strong customer relationships and consistently met performance goals.

Assembly Line Worker – TMMI | Princeton, IN | June 2019 – May 2021

Education

Ivy Tech Community College
Coursework toward Software Development – 22 credit hours completed
Dean's List Honoree

Technical Skills

Desktop & Laptop Support • Windows OS • Help Desk Operations • Troubleshooting
Ticketing Systems • Knowledge Base Documentation • Remote Support
Customer Service • Technical Support • Billing Support • Account Management

Python (Foundational) • SQL (Foundational) • HTML • CSS • Web Development