

# Justin A. Pugh

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Address: 2010 Brook Tree Drive, Garland, Texas 75040

## Experience

### **Advantix Solutions Group – Solution Center Agent**

Mar 2018 – Aug 2024

- Set up and support of corporate MDM software
- Interface with mobility providers to facilitate technical and financial provisioning solutions
- Communicate with account management teams
- Assisting clients with basic technical troubleshooting
- Facilitate hardware replacement .
- Training new peers on best practices, salesforce case management, basic mobility telecommunications

### **Gamestop – Senior Game Advisor – Supervisor**

Mar 2016 – Feb 2017

- Opening and closing operations
- Inventory control
- Marketing/Advertising
- Customer Service in all aspects
- Training new associates in all areas of their job duties

### **Gamestop – Game Advisor**

Jun 2015 – Aug 2015

- General customer service
- Clear understanding of customer needs, concerns, and satisfaction

## Education

**North Garland High School, diploma**

2008

**DCCCD Richland College, some education, no diploma**

## Technical Skills

- Salesforce case creation, case manipulation, navigation, integrated API processes
- ServiceNow and Remedy ticket management.
- Extensive Microsoft Intune MDM installation and troubleshooting
- Mobility troubleshoot technical and billing issues
- Windows PC hardware/software
- Small electronics repair

## References

Available upon request.