

# Dylan DeVries

522 W Mountain Sage Dr | Phoenix, AZ, 85045 | c: (616) 822-5566 | e: dyldevries1@gmail.com

## SKILLS SUMMARY

Dependable, self-starting, and organized with experience in technical and customer support.

## EDUCATION

**NorthPointe Christian High School | Grand Rapids, MI**

High School Diploma achieved in 2011

## WORK EXPERIENCE

**Odyssey Services | January 2021-present**

Habilitation Provider

- Maintain an adaptable, patient, and ceaselessly positive disposition while providing respite to parents through one-on-one mentorship with their children with ASD
- Partner with child/young adult to complete chores, school work, and other day-to-day tasks in line with their personalized care plan
- Acted as a mentor to provide both social and emotional support
- Report and communicate effectively and efficiently with parents to ensure care plans and goals are being met in a timely manner

**Medieval Times, Scottsdale, AZ | January 2020-January 2021**

Cash Control, Customer Service

- Facilitated guest check-in and accommodated special requests while maintaining a show-ready presence and appearance
- Regularly flexed to assist with responsibilities across teams

**Dish Network, Phoenix, AZ | May 2019-December 2019**

Technical Support Agent

- Provided technical support via phone while prioritizing one-contact resolution, assisting customers with product features, installation, troubleshooting, and hardware operations.
- Collaborated with multi-level and cross-functional teams to problem solve and provide the best customer experience while focusing on customer retention and sales.
- Regularly recognized as a top-performing agent across center- and country-wide reviews of performance.

## Relevant knowledge:

Microsoft and Macintosh OS, Google and MS tools, technical support via phone and computer.

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## PROFESSIONAL REFERENCES

Patti Duncan

(480) 239-1456 | pattid25@gmail.com

Teacher, Desert Garden Montessori

Susan Bergman

(480) 518-2337 | suzan.bergman2@gmail.com

Special Education Teacher, Retired

Michelle Goble

(606) 875-9698 | Michelle.Goble@medievaltimes.com

Cash Control Manager, Medieval Times