

Contact

Eatontown, NJ
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Top Skills

Information Technology
Infrastructure

Network Switches

Firewalls

Certifications

Google IT Support Professional
Certificate

Dylan Campbell

IT Consultant

Eatontown, New Jersey, United States

Summary

Objective Customer Experience professional seeking full time role as in IT. Skilled at Windows Server management, problem resolution and lab building/hosting. Experience* 8 Years of Customer Service achieving a 90% satisfaction score* 6 Years hosting private servers and domain in home lab for gaming experiences* 6 Years Windows Server Experience through lifecycle of server builds, configuration and troubleshooting* Google IT Support Professional Certified

Experience

Intron Technology

Part-time Help-desk intern

March 2026 - Present (7 months)

Help clients by troubleshooting and fixing issues they might have on their computers.

Remoting in on request to address any issues that might be affecting a device.

Arrive on location as requested to perform troubleshooting and repair.

Setup new devices for clients and sunset older ones.

Geek Squad

Information Technology Consultant

February 2025 - Present (1 year 8 months)

Eatontown, NJ

Help clients by troubleshooting and fixing issues they might have on their computers.

Educated clients through day-to-day usage and went over basic troubleshooting steps they could perform at home.

Assist clients in-home needs by scheduling and preparing customers what to expect for in-home visits.

Best Buy

Sales Specialist

August 2024 - February 2025 (7 months)

Holmdel, NJ

Assisted customers with making the most educated choice when purchasing the latest technology.

Walked costumers through basic use and maintenance of devices.

Tractor Supply Company

Sales Floor Team Member

June 2024 - July 2024 (2 months)

Rotate food stock according to expiration date

Manage top stock and organize overstock

Greet and Assist Customers

Petco

Sales Associate

December 2023 - May 2024 (6 months)

Eatontown, New Jersey, United States

Work on-site to stock shelves

Help with animal care and sales

Assist customers with questions

Michaels Stores

Customer Experience Manager

October 2021 - November 2023 (2 years 2 months)

Eatontown, New Jersey, United States

Worked on-site to provide face-to-face customer resolution at 90% customer satisfaction rate.

Worked on special projects with operations manager to implement changes in the store layout

Acted as team lead/mentor for peers and new hires during their on-boarding and training

Petco

Sales Stock Associate

April 2021 - September 2022 (1 year 6 months)

Eatontown, New Jersey, United States

Worked on-site to stock shelves

Helped with animal care and sales

Lowe's Companies, Inc.

Overnight Stocker

December 2020 - April 2021 (5 months)

Eatontown, New Jersey, United States

Unloaded pallets overnight

Assisted in program to reset store layout

Maryanns Shore Driving School

Information Technology Contractor

November 2020 - November 2020 (1 month)

Tinton Falls, New Jersey, United States

Migrated servers to new office, setup DNS and opened ports for RDP to allow at-home server access

Crate and Barrel

Sales Associate

August 2020 - November 2020 (4 months)

Eatontown, New Jersey, United States

Assembled and stocked furniture

Wrapped furniture and loaded into customer cars

Acmoore

Sales Associate

October 2018 - April 2020 (1 year 7 months)

Shrewsbury, New Jersey, United States

Stocked sales floor

Assisted customers with questions

Maryanns Shore Driving School

Information Technology Contractor

September 2018 - October 2018 (2 months)

Tinton Falls, New Jersey, United States

Helped company set up new computer servers for their website.

Education

Brookdale Community College

Monmouth Regional High School

High School Diploma · (2015 - June 2019)

Coursera

Google IT Support Professional Certificate, Information Technology · (March 2021)

