

# Trainer Dickson

Technical Trainer / Educational Consultant / Tech Support / College Tutor

Currently working at Amazon as a logistic associate. Presented classroom management seminars for over 200+ educators. As a Technical Trainer, I understand the patience and the energy it takes to simplify complicated concepts, to ensure mutual understanding. I have taught over 500+ technical agents, building fundamental foundations of team collaboration and technical skills. Troubleshooted hardware and software at Florida Hospital, served in the customer service department at Florida Department of Transportation and tutored Accounting & Economics at Valencia College.



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## WORK EXPERIENCE

### FC Associate I

Amazon

04/2020 – Present

Orlando, FL

#### Responsibilities

- Interacting with robots in processing an average of 450 items per hour in meeting tight deadlines. Performing on 6 sided check on items to identify any damages, while abiding strict safety protocols and creating machine / un-scannable tickets.

### Educational Consultant

iGetMoreTraining

07/2019 – Present

Orlando, FL

#### Responsibilities

- Present, motivate and inspire over 200+ educators in classrooms and conferences regarding classroom management. Exemplify practical proven strategies to use effectively in their classrooms, through setting expectations, story telling, refocus and diffuser techniques.

### Technical Trainer - Dell ProSupport

Alorica

08/2017 – 06/2019

Orlando, FL

#### Responsibilities

- Trained over 500+ new hires, each new class for 1 month. Taught Dell's policies and procedures, coached and trained according to the new hire materials. Responded to support requests from end users and walked individuals through a troubleshooting database.

*Topics: RAID / Networking / Call Flow / Navigating Windows / Kahoots / Guided Resolution / Dell Connect / Support Assist / Parts Selection / Answerflow / Salesforce / Delta / Ephone / Time Management / Surveys / Professional Writing / Malware / Windows Reinstall / Remote Assist / Scope Of Support / Blue Screen Of Death / Team Building / Multi Monitors / Soft Skills / Empathy / De-escalations / Creating Tests / Customer Engagement /*

### IT Technician

Florida Hospital

09/2017 – 12/2017

Orlando, FL

#### Responsibilities

- Removed and replaced malfunctioning components to correct hardware problems and reinstalling software. Involved in a Windows 10 upgrade project and assisted with activating server ports.

### Customer Service Representative

Florida Department of Transportation

09/2016 – 02/2017

Orlando, FL

#### Responsibilities

- Maintained customer satisfaction by creating a survey program using Typeform. Created transfer of equipment forms and used ServiceNow as a ticketing system.

## EDUCATION

### AS - Associate In Science - Information Technology & Computer Programming (2016)

Valencia College

#### Awards / Roles

- President Honors List - Accounting & Economics Tutor

### BCA - Bachelor of Commerce & Administration - Accounting & Commercial Law (2012)

Victoria University Of Wellington New Zealand

#### Awards / Roles

- Penn State - Exchange Student (2011)
- Victoria International Leadership Award & Victoria Plus Award

## SKILLS

Training New Hires

Salesforce

Help Desk

Kahoots

Sandler Sales Training

Leadership

Conflict Resolution

Service Now

Citrix

De-escalation

Customer Service

Technical Writer

Typeform

Problem Solver

Oracle

Quality Assurance

Safety Oriented

One Call Resolution

Determined

Organized

Management

Follow Up

## CERTIFICATIONS

Dell's Trainer Foundation (2018)

Technical Trainer Alorica (2018)

Certified Classroom Management Trainer (2019)

Competent Communicator Toastmaster (2019)

## LANGUAGES

English

*Native or Bilingual Proficiency*

Mandarin 普通话

*Limited Working Proficiency*

Cantonese 廣東話

*Professional Working Proficiency*

Japanese 日語

*Elementary Proficiency*