

# Bret Shroats

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## EXPERIENCE

### **University of Kentucky, Lexington, KY — Technical Support Specialist.**

February 2023 -

- Provide support nationwide and internationally for users on the TCOM Training website
- Build apps for the Center of Innovation in Population Health

### **CLC Lodging, Lexington, KY — Priority Team Call Center Rep.**

August 2016 - February 2023

- Answer inbound calls from non-priority and top-priority clients
- Assist them in booking hotel rooms for travelers • Help modify existing hotel reservations.
- Resolve any issues.
  - o Password Reset
  - o Technical Issue with Billing System

### **Walt Disney World, Lake Buena Vista, FL — Custodial Host**

- Completed the Disney College Program.
- Maintained the Magic Kingdom to Walt Disney World cleanliness standards.
- Provided Walt Disney Company Guest Service standards to guests from all around the world.

## EDUCATION

### **University of the Cumberlands, Williamsburg, KY — Information Technology**

March 2020 - May 2021

GPA: 3.62

## SKILLS

Visual Studio Code  
Microsoft Power Apps  
Customer Service  
Communication  
Excel

## AWARDS

### **Great Service Fanatic:**

Received 11 GSF awards at the Walt Disney World Resort

**Overtime:** I received an Overtime award at General Dynamics for working overtime during open enrollment.

## LANGUAGES

HTML, CSS, JavaScript, Python.

## PROJECTS

### **Personal Computer** — *Replaced Hard drive*

My hard drive crashed. I purchased and replaced my hard drive after researching the issue.

### **Vignette Bank** — *University of Kentucky*

Built a search app that featured every vignette that the center used that quickly found a vignette upon request.