

**Justin Stiffler**  
(208) 703-8316  
jstifflerdeveloper@gmail.com  
www.JustinStiffler.com

## KEY PROFICIENCIES

- Java, C, goLang, HTML, CSS, Javascript
- some experience with php, scheme, smalltalk, C#, prolog
- Experience developing in Eclipse IDE, VIM, nano
- Windows, OSX, GNU/Linux Operating Systems
- MS Office (Excel, Word, Access, PowerPoint, Outlook)
- LANs and printer networks
- Customer Service
- Multitasking Ability
- Problem Solving Skill
- Verbal Communication
- Typing Skill 65 WPM
- Written Communication
- Product/Service Skill
- Interpersonal Skill
- Telephone Handling

## WORK HISTORY

2010 – Present           **DIRECTV**

*Customer Service Representative III*

- Support a team of 12 CSRs in resolving all DIRECTV related issues including billing, technical, equipment-related and programming issues. I Provide assistance to CSRs dealing with the most complex issues.
- Handle requests from customers to speak with supervisors and resolve their issues.
- Utilizing multiple computer systems simultaneously.

2008                           **United Way of Treasure Valley**

*Loaned Executive*

- Established, coordinated, and managed fundraising campaigns in the Boise area.
- Gave presentations, collected and reported donations at the end of campaigns.
- Campaigns included Boise Cascade, Boise State University, FedEx, UPS freight, Best Buy, and others.

2004 – 2009               **Sturner & Klein**

*Telephone Sales Representative*

- Outbound sales calls to subscribers and members of products and services.
- Consistent top performing sales representative. “Top Ten” sales rep for 5 years.
- Coached and developed new and struggling sales representatives.

## EDUCATION

Junior Computer Science major, Boise State University, 3.1 GPA  
B.S. Political Science, Boise State University, 2010