



"Tal" Dov Armon

Customer Support Specialist

📍 Las Vegas, NV

📞 1-415-375-0062

✉️ dovarmon@gmail.com

Skills

Customer Service



Personal Web Development



Technical Support



Troubleshooting



Windows



Android/iOS



MacOS



Virtual Desktop



Python



Interests

Biking

Skiing

Puzzles

Linux

Chess

Coding

Reading Science Fiction

Languages

English

Fluent

Hebrew

Fluent

Tech-savvy support representative with a decade of customer service experience. Focused on helping customers get the most out of their technology and working with them to resolve technical issues. Fluent in Hebrew and currently located in the San Francisco Bay Area, I enjoy spending time outdoors, working on open hardware projects, and solving puzzles. I am excited to use my customer service skills and passion for technology to make a positive impact in an entry-level tech support role.

Profiles

[in dovarmon](#)

[talchuk85](#)

[Tal Armon](#)

Experience

Seasonal Visions International

July 2024 - Present

Customer Experience Representative

Remote

<https://sviservice.com/>

- Provided email and phone support to troubleshoot and diagnose issues with animatronics, ensuring client satisfaction and functionality.
- Assisted with website troubleshooting, addressing technical concerns to maintain a seamless user experience.
- Collaborated on internal projects, including gathering employee questions to improve future training and documentation.
- Demonstrated strong communication skills to explain technical solutions clearly and professionally.
- Maintained a customer-focused approach to resolve issues efficiently and effectively.

REI

04/2022-01/2023

Sales & Customer Support Representative

Remote

<https://www.rei.com>

- Connected with REI customers to resolve service issues, using critical thinking skills to understand their needs
- Handled customer inquiries and complaints with the goal of resolution on first contact
- Demonstrated excellent customer service skills, including empathy and patience

Apex Systems (Contract)

01/2022 - 04/2022

Customer Service Representative

Remote

<https://www.apexsystems.com>

- Maintained HIPAA compliance
- Managed inbound calls in a timely manner
- Communicated effectively with callers to identify their needs and clarified information using available resources
- Assisted customers with navigating online services and completing orders

Global Design & Construction

03/2014 - 03/2020

Office Manager

Las Vegas, NV

<http://www.globaldesignconstruction.com>

- Worked with government agencies to ensure legal compliance
- Coordinated scheduling of employees, subcontractors, and supply deliveries to help keep projects on track
- Performed bid walks and progress visits

Network Heroes

09/2012 - 03/2014

Computer Technician

Las Vegas, NV

<https://www.network-heroes.com>

- Maintained computer systems, troubleshooted errors, and repaired hardware, both remotely and on-site at client's location

Education

University of Nevada - Las Vegas

Dec 2010

Hospitality Management

Bachelor of Science

Personal Projects

Personal Website

VPS Management & Web Hosting

Set up and manage a personal VPS, configuring and maintaining an Ubuntu-based web server using Nginx. I handle all aspects of website management, from coding to deployment.

TacoTalk

Trains pets to communicate with buttons

TacoTalk uses Adafruit's CircuitPython and a Raspberry Pi to play sounds and display images and text when your pet presses a button associated with a word or phrase. Several hardware prototypes have been built and a more cat-friendly model is in development.

Python, Raspberry Pi, Open Hardware, Raspbian