Stetson Snead

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EDUCATION
B. A. English: Professional Writing, April 2019
Saint Leo University
- Graduated *Cum Laude* and with Distinction in Major
- Completed University Honors Program Great Books Curriculum, Senior Thesis on Adapting the Allegory of the Cave
- Member of Sigma Tau Delta English Honors Society
- Twice published in *The Sandhill Review* University literary magazine, contributed to *The Lions' Pride* student newspaper

EXPERIENCE
Technical Sales Advisor, September 2023-present
System76, Inc
- Generate leads on prospective customers and growth opportunities
- Manage customer accounts, follow up with customers and maintain communication throughout ordering process
- Assist with other projects and coverage for sales and customer service teams as needed, including helping training new team members on products and procedures

Customer Experience Specialist, March 2021-September 2023
System76, Inc
- Interact with customers over the phone, through email, in live chat, and on social media platforms
- Work with product team, factory team, and support team to provide customers with information needed to choose the right hardware for their needs, resolve issues with orders and warranty claims
- Clearly communicate complex technical information in a way which easily understood and consistent with System76's brand

Sales Consultant, Computers, September 2019-March 2021
Best Buy Co., Inc.
- Provided customers with expert advice in person and over the phone, used Best Buy's financing and services to enable customers to make the most of their experience
- Assisted when needed in inventory, customer service, and other departments, as well as provided coaching to teammates on ways to sell, product knowledge, and company procedures
- In addition to normal sales associate duties, was occasionally asked to count money in the mornings, make deposits, and open store registers