

# Dillian M. Rhoades

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## **Professional Summary:**

Customer support and operations professional with two years of high-volume phone support, nearly 10 years managing teams, and a strong foundation in computer systems and troubleshooting. Skilled in investigating technical issues across multiple computer systems, documenting interactions, explaining solutions, and following established procedures. Currently pursuing a B.S. in Computer Science; completed a Full-Stack Java program and earned Linux Essentials certification. Hands-on experience with Windows PCs, home networking, and connected devices.

## **Education and Certifications:**

- **Western Governors University** — B.S. Computer Science, in progress (anticipated 2027)
- **The Software Guild** — Full-Stack Java Development Immersive Program, completed 2022
- **Linux Professional Institute (LPI)** — Linux Essentials Certificate, earned August 2025
- **National Career Readiness Certificate** — Platinum, 2021

## **Core Competencies:**

- |                                           |                                          |                                         |
|-------------------------------------------|------------------------------------------|-----------------------------------------|
| • Customer Support & Phone-Based Service  | • High-Volume Inbound Call Handling      | • Home Networking & Wi-Fi Configuration |
| • Issue Investigation & Resolution        | • Clear Customer Communication           | • Computer Hardware & Peripherals       |
| • Technical Troubleshooting               | • Documentation & Accurate Recordkeeping | • Linux Essentials                      |
| • Computer Science & Software Development | • Process & Policy Compliance            | • Microsoft Office & Business Systems   |
| • Windows PCs & Software Fundamentals     | • Team Collaboration & Coordination      | • Team Leadership & Operations          |

## **Professional Experience:**

### **Progressive Insurance | Remote | 2024–2026**

#### **Licensed Insurance Consultant**

- Handled high-volume inbound calls for auto and specialty insurance, investigated customer questions using multiple business applications, and clearly explained policies and resolutions.
- Maintained accurate records of customer interactions, followed established service procedures, and resolved issues while ensuring compliance with state insurance regulations.

### **Menards | Chillicothe, OH | 2014–2024**

#### **Floorcoverings Manager | 2023–2024**

- Managed day-to-day department operations, staff training, customer service, and inventory while addressing customer concerns and resolving operational problems.
- Led a department ranked 4th in profitability among more than 300 Menards locations.

#### **Contractor Sales Coordinator | 2020–2023**

- Worked directly with contractors and homeowners to identify needs, answer project questions, and prepare accurate material estimates.
- Coordinated vendors, deliveries, and internal departments to resolve order issues, communicate updates, and keep projects on schedule.

#### **Order Pickup, Delivery & Shipping Manager | 2014–2020**

- Supervised a team of approximately 10–15 employees while coordinating daily customer pickups, deliveries, and shipping operations.
- Trained employees on equipment operation, safety procedures, and established workflows; documented operational incidents as required.
- Investigated time-sensitive customer and delivery issues, coordinated with vendors and internal teams, and followed through to resolve disruptions.