

## **Hayden Hustad**

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### **Brief Summary**

Energetic, self motivated and dedicated professional with experience in various categories of technical and customer service, sales, and training. Enjoy learning and mastering new tasks and learn quickly. Take direction well and can work independently with little or no supervision. Ability to adapt and be effective in a business environment. Able to communicate well at all levels of an organization.

### **Work Experience**

#### **Executech (July 2019 - Present)**

- Customer Service
- External and Internal ticket generation and management
- Deeper understanding of managing company networks (BDR/Backup servers, Domain Controllers, Virtual machines and remote app servers etc.)
- Experienced managing locally hosted Exchange
- Trend and Sophos Anti-virus experience
- Appraver and Sophos email security experience
- Active Directory user management
- Group Policy and ASDM management experience
- ShadowProtect Image Manager
- Automate driven reports and system update management
- VPN and RDP troubleshooting

Executech is where I work currently, and has shown me a lot of what goes into managing company networks. We work with a wide range of products and services including nuanced software for specific company needs (Medical, employment screening, titles and loans, account firms, construction companies and more). I've also gotten the chance to work with third party email security platforms such as appraver and sophos, as well as local antivirus software from sophos and Trend. We also manage the backing up of company files, use of remote apps servers, clients ability to have work from home setups, and essentially anything a small-large

business could need from a network management standpoint. While exiting to experience a new area of tech, it's shown me my love and interest in the offensive (Websites + marketing) side of tech, vs the defensive side (company networks). I do however appreciate that my experience at executech gives me a better window into what business clients need and how they operate on a daily basis.

### GoDaddy (March 2016 - April 2019)

- Customer Service
- Needs Based Sales and Consulting
- B2B Sales
- Deep knowledge of Shared Hosting and Troubleshooting
- Deep knowledge of Exchange Hosting, Configuration and Troubleshooting
- Network troubleshooting

GoDaddy has hands down been the most fulfilling place I've worked, and the place I've worked the longest at over 3 years. At GoDaddy I first started in their Hosting Support, and attained a deep knowledge of DNS, php troubleshooting for wordpress, content migrations, hosting file structure, Site Security and learned to help businesses navigate through what they need to make themselves successful online. I quickly transferred to Mid-Market in the first pilot group to come in as *Hosting Experts*. The department was in its earlier stages, and I got to be a part of a sales team that very quickly pivoted and advanced multiple times throughout my stay. Lead pass selling, Top down selling, managing a self made book of business, and speaking to large scale businesses Communication and Productivity needs are a small part of what I learned and did in Mid-Market.

### Century Link

- Customer service
- B2B Sales
- A richer understanding of Telecom / Internet-providers / Direct TV Sales

CenturyLink was where I was first able to test my skills in a call center environment. It was here that I learned that I had a knack and interest for tech, had to meet sales expectations, and learned to bundle custom packages for my customers.

### Vaeley Marketing

- Event Planning
- Direct/Face to Face sales
- Team Leadership

- Recruitment
- Training
- Interviewing
- Goal Planning

Vaeley Marketing is a company that does direct marketing in a wide range of campaigns including Comcast, Directv, Assurance Wireless, and Quill (office supplies) to name a few. Given the wide range of products and service, employees learned a wide range of selling and marketing strategies that work in any direct marketing field. As example, the FUGI factors (Fear of loss, Urgency, Greed, and Indifference) used to motivate buying customers, LOA (law of overages) used to determine the success rate of different locations for a particular campaign, the SEE factors (Smile, Eye Contact, Excitement) used to peak customer interest, as well as many other marketing theories and strategies. I advanced quickly enough at Vaeley to become a corporate trainer within one month and managed and trained the largest team that the office possessed prior to going to Century Link.

### Fastcopyright.org

- Management
- Entrepreneurship
- Business Resourcefulness
- Business Educate
- Customer Support
- Customer satisfaction
- Branding

Fastcopyright is a start up I began running in October of 2014. Fastcopyright is a website that me and a small team that I selected built and operated. We, as a company, are a copyright form management and submission service that allows customers to more simply protect their intellectual property while allowing us to deal with the hassle of working with the U.S. copyright office on their behalf. This website is no longer up and operable, largely due to capital not being allocated effectively to market this service, but a phenomenal learning experience. Additionally in order to run/begin this startup I had to be adaptable, self reliant and motivated, and speak with a number of differently business professionals on a daily basis including investors, bankers, and attorneys.

### T - Mobile

- Meeting sales goals
- working in a competitive environment
- Right Fitting customers needs
- Face to Face sales

- Customer satisfaction
- Customer service
- Learn products and services in Depth

At T - Mobile I was responsible for meeting sales quotas while also providing excellent customer service. On a daily basis I was responsible for listening to customers needs, understanding their budget, and appropriately matching them to the phones and plans that best fit these conditions. Additionally, adapting to new technology and quickly being able to solve new problems was a must.

## Starbucks

- Customer Satisfaction
- Customer Service
- Upselling Customers
- Team contribution
- Overall good work ethic
- positive attitude
- Exceptional Multitasking

At Starbucks I was a barista. As such it was my job to appropriately make an endless variety of custom drinks, take customer orders through a headset, and be the smiling face of Starbucks while handing off drinks to in-store customers. Typically as a head Barista all of these tasks are being done simultaneously. Possibly the most fun I have ever had at a job, and has made me a huge fan of a fun and friendly work environment.

## Diversified Services

- Physical Labor
- Machine/Vehicle operations
- Positive attitude
- Work Ethic

Diversified services is a construction contracting company run by my grandfather. Here I developed a strong work ethic, as well as a keen understanding that I do not want to be in the business of construction. Loved working with my family, moved on to do bigger and better things.

## **Skills:**

- o Hosting and website management

- o Advanced Email Solutions
- o Deal Management
- o Punctual
- o Hardworking
- o Quick learner
- o Work well with others and alone
- o Upselling
- o Customer Service
- o Sales

**EDUCATION:**

Central Arizona College Honors Graduate

G.P.A./3.78

Associates in Business Degree