

Elijah Huston

Richmond, VA | C: (540)878-7593 | ehustonjobs@gmail.com

WORK EXPERIENCE

CLIENT EXPERIENCE ASSOCIATE | BOHO STUDIOS | Sept 2023 - PRESENT

- Sales and customer service - Membership sales, studio retail, class packages, and heading sales and promos using extensive BOHO brand product knowledge
- Studio operations - cleaning, organization, & class setup

USER SUPPORT TECHNICIAN | CAPTECH CONSULTING | FEB. 2021 - FEB. 2023

- Diagnosed and documented hardware and software issues, and found creative methods to troubleshoot IT tickets on Windows and Apple macOS environments
- Deployed inventory for onboarding and provided support for emails, apps, and MFA setup
- Spearheaded and fostered new Employee Resource Group for Neurodivergent individuals and for client groups at Fortune 500 companies (CapitalOne, Dominion Energy, Altria, Markel, Wells Fargo)
- Attained 99% customer experience satisfaction rate for 2100+ tickets over 2 years

JUNIOR SYSTEMS ADMINISTRATOR / IT HELP DESK | AVESHKA INC. | AUG. 2017 - FEB. 2021

- Handled all IT considerations for new hire onboarding and out-processing, implemented new procedures including mobile device management and a separate government cloud network.
- Serviced tickets levels 1-3 with 24/7 support to COVID-19 response teams under the HHS.
- Performed systems and network security administration functions, managed user accounts, and access control in an SAAS-based environment.

EDUCATION

VCU BRANDCENTER, VA | MAY. 2025

Current MS in Business (Branding/Copywriting) student

RADFORD UNIVERSITY, VA | DEC. 2019

B.S., Media Studies and Production Technology

HDI | MAR. 2021

Customer Service Representative certification

ACCOMPLISHMENTS AND ACTIVITIES

FIGHT FOR FREEDOM TOURNAMENT | 2022 | Street Fighter 3s Tournament | Charity

- Organized and hosted a collaborative grassroots tournament with fighting game content creator SeldomSam, successfully raising \$700 for Ukrainian refugee relief.

Proxi / @Proxic0n | 2020 - PRESENT | YouTube Channel | Personal Activity

- Started hobbyist YouTube channel called @Proxic0n (~10K subscribers) to create short video essays for beginners in the fighting game community, ranging from short humor monologues to more educational and analytical video essays about topics within fighting games.

HOBBYIST DRUMMER | Personal Activity

- Learned music and percussion skills as a drummer with a standard drum set. Proficient in hip-hop, jazz, metal, rock, and funk drumming styles with personal preference for funk and metal. Performed as a member of high school drumline, as well as the drummer for a now-defunct hobbyist rock band.