Miles Watson

S.F. Bay Area | linkedin.com/in/milescwatson

Education

Seattle University
Finance Major, BA in Business Administration Degree | Class of '21

Professional Experience

Bayside HVAC Products   **March 2023 — Present, San Rafael, CA**
Service Technician - Instrumentation
• Solve intricate technical problems and communicate effectively with customers, salespeople, and manufacturers.
• Write detailed technical reports describing services provided, and provide technical and sales recommendations to customers.
• Working with TSI critical environment systems, ONICON flow meters and MSA fixed gas detection systems

Tesla   **Dec. 2022 — March 2023, Fremont, CA**
Tesla Advisor - Virtual
• Effectively communicated with customers and internal teams to support a high volume of vehicle deliveries across three states.
• Handled an average of 80 calls per day, with extremely high customer satisfaction and successful problem resolution.
Tesla Advisor   **Dec. 2021 — Dec 2022, Corte Madera, CA**
• Used knowledge of Tesla products to provide value to customers. Contributed effectively to multiple areas of the business, including Sales, Tesla Energy, Service, and Delivery.
• Created tools using Tesla's internal APIs to improve Sales outreach and Parts Dept. Inventory accuracy. Pitched these process improvements to leadership, with the outcome of being considered for implementation companywide.
• Managed a $90k project to improve the organization, inventory systems, and inventory accuracy for vehicle parts with a six-figure value. Removed a significant bottleneck and increased vehicle service throughput to an all-time high of 60 daily vehicles.

Freelance Software Developer   **2015 — 2022**
• Managed sales, project management, and development of technical projects. Created applications, websites, and industrial control systems for clients to solve business objectives.

Team Member
Solar Decathlon Africa, University of Casablanca, Morocco   **August 2019—September 2019, Casablanca, Morocco**
• Solar Decathlon Africa is a U.S. Dept of Energy collegiate competition that challenges student teams to design and build highly efficient and innovative buildings powered by renewable energy. The winners are the teams that best blend architectural, design, and engineering excellence with innovation, market potential, building efficiency, and smart energy production.
• Developed the energy control and visualization system for this smart home prototype. Contributed to the backend data model and created a user interface, energy visualization, and natural language assistant to interact with the system in English, French, or Arabic.
• Collaborated with building architects, electricians, and event administrators to finalize designs and install and test various building systems on an accelerated schedule.

Intern
Power Standards Lab   **June 2017—September 2017, Alameda, CA**
• Contributor to the engineering teams that designed, manufactured and commissioned the PSL *Grid Thumper*™, a tool for testing, measuring and characterizing the stability of the electric grid. This shipping container-sized device controls large, precisely timed pulses of electric current, perturbing the steady-state voltages to reveal unique stability characteristics of the local grid. The Defense Advanced Research Projects Agency (DARPA) funded the project to study cyber-physical security of the electric grid.
• Worked on testing, provisioning, and configuration of Linux-based microcomputers used in the control system. Collaborated with software, and manufacturing teams.

Owner
Miracle Mile Computer & Networking   **January 2013—September 2015, San Anselmo, CA**
• Ran a computer repair shop specializing in computer upgrades and technical support for individuals and businesses. Increased my level of responsibility from unpaid intern to owner in 2 years while in high school.
• Worked with many customers to solve their technical issues; and provided a high level of service and satisfaction.
• Gained technical knowledge and entrepreneurial experience in customer service, marketing, accounting, and organization.

Skills & Interests

Technical Skills: Microsoft Excel, Web App Development - JavaScript (Node, React, Web), Python, Linux terminal, basic SQL
Interests: Reading. Mountain biking, Running