

Jaden LaBrosse

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Professional Summary

Results-driven Computer Science professional with 5+ years of experience in customer experience leadership, technical troubleshooting, and team development. Promoted to Experience Supervisor at Best Buy for strong performance and leadership capabilities. Currently pursuing a B.S. in Computer Science at SNHU, with hands-on knowledge, problem-solving, and process optimization. Known for improving workflows, supporting technical solutions, and delivering high-quality customer experiences.

Core Skills

- Programming Languages — Python, Java, C++, HTML, CSS, SQL
- Technical Troubleshooting
- Process Improvement
- Team Training & Development
- Communication & Collaboration

Professional Experience

Best Buy — Experience Supervisor

October 2021 - Current

- Supervise and support a team to ensure consistent, high-quality customer experiences across multiple departments.
- Train and coach team members to improve product knowledge, service delivery, and sales performance.
- Analyze customer feedback and operational metrics to identify improvement opportunities and implement workflow enhancements.
- Resolve escalated customer issues by providing technical troubleshooting, product recommendations, and service guidance.
- Partner with store leadership to execute initiatives that increase customer satisfaction and operational efficiency.

Education

Southern New Hampshire University

Bachelor of Science, Computer Science — In Progress

Nashua Community College

Associate of Science, Computer Science