

COREY ANDERSON

PROFESSIONAL SUMMARY

Dedicated professional with experience in providing technical support to end users in a corporate environment. I have a proven track record of resolving complex technical issues effectively and efficiently, while providing excellent customer service. I am passionate about leveraging my expertise to enhance user experiences and drive team success. I possess a strong background in network troubleshooting, system maintenance and user support, ensuring minimal downtime and high user satisfaction. I am adept at training users on new applications and technologies, working with remote users, and staying abreast of new developments in the Information Technology industry.






WORK EXPERIENCE

Junior Technical Support Engineer

January 2025 - Current | Innovative Corporate Solutions Limited, Kingston

- Respond to internal user issues via ticketing system, phone and email.
- Create, modify and deactivate user accounts.
- Assist in setting up new systems (Computers, printers and phones).
- Install and configure operating systems, updates and company approved software.
- Diagnose and resolve hardware, software and connectivity issues.
- Repair and maintenance of computer hardware.
- Provide technical support on-site and remotely.
- Monitor system alerts and performance issues.
- Perform basic disk cleanups and defragmentation on local machines.
- Follow up on open issues to ensure resolution and customer satisfaction.
- Educate users on best practices (Data security and password management).
- Stay updated on company systems, tools and technologies.

CONTACT

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-  coreyandersonjm101@gmail.com
-  St. Andrew, Jamaica
-  Portfolio:
<https://aqueous20.github.io/Portfolio-redone/>
-  Certifications:
<https://www.freecodecamp.org/certification/Aqueous20/responsive-web-design>

SKILLS

- Html
- CSS
- JavaScript
- Python
- React JS
- Data Entry
- Microsoft Office Suite
- Effective Communication
- Ability to Work on Own Initiative
- Teamwork and Collaboration
- Organizational Skills
- Problem-Solving Skills
- Excellent Research Skills
- Strong Work Ethic
- Highly Trainable

Technical Support Intern

September 2024 – January 2025 | Innovative Corporate Solutions Limited, Kingston

- Installation of hardware and software.
- Troubleshooting computer issues.
- Provide technical support on-site.
- Communicate clearly and professionally with end users.

Debt Recovery Officer (Summer Intern)

June 2024 – August 2024 | Powertech Jamaica Limited, Kingston

- Manage an arrears portfolio of approximately one hundred (100) customers per month.
- Contact approximately thirty (30) customers per day to discuss their delinquent accounts.
- Negotiate payment arrangements with customers to promptly regularize accounts.
- Prepare monthly target reports to track KPIs.
- Utilize problem solving skills to resolve customer inquiries and disputes.
- Improve customer satisfaction within the three (3) months.

Office Administrator (Summer Intern)

July 2023 – August 2023 | Department of Correctional Services, Kingston

- Answer approximately fifty (50) incoming calls daily in a friendly and courteous manner.
- Respond to telephone inquiries and complaints following standard operating procedures.
- Met daily customer service quotas with a focus on quality, accuracy and efficiency.
- Provide administrative support to the team.
- Distribute and respond to mail daily.
- Served as a primary point of contact for facilitating operational inquiries.

Warehouse Attendant (Summer Intern)

June 2017 – September 2017 and
June 2016 – September 2016 | Kingston Bookshop, Kingston

- Receive goods and unload shipment from trucks.
- Organize goods in the designated storage areas and assist with inventory audits.
- Maintain warehouse cleanliness and safety.
- Provide support for the Sales and Operations teams.

EDUCATION

Bachelor of Science Degree in Information Technology
December 2024 | University of West Indies, Jamaica, Kingston

Caribbean Advanced Proficiency Examination (CAPE)
June 2018 | Excelsior High School, Kingston
Awards & Honors

- 5 CAPE passes

Caribbean Secondary Education Certificate (CSEC)
June 2016 | Excelsior High School, Kingston
Awards & Honors

- 7 CSEC passes with grades 1 and 2

June 2011 | Primary School, Kingston

LANGUAGE COMPETENCIES

- English
- Basic Spanish
- Basic Japanese

REFERENCES

References available upon request