

586.443.3087

Clinton Township, MI

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calleyg.github.io/My\_Portfolio.github.io

### **SKILLS AND QUALIFICATIONS**

- Proficient in Microsoft Word, PowerPoint, and Excel
- Working knowledge of HTML5, CSS, JavaScript, React JavaScript Frameworks, Node.js, Babel, PHP, and MySQL applications
- Quick learner with working knowledge of software, hardware, networking, operating systems and security applications
- Solid leadership skills proven ability to enhance staff performance through motivation, communication and organizational skills
- Superior analytical and problem-solving abilities, with track record of improving operations
- Ability to diagnose, troubleshoot and resolve technical issues

## **WORK HISTORY**

**Full-Time Student,** Macomb Community College, Warren, MI June 2019 to May 2022

#### Customer Service Rep, Aerotek, Troy, MI

November 2018 to February 2019

- Processed tuition invoice payments for the Union Education Trust and tuition reimbursements for the Bank of America at 100% accuracy
- Took inbound/outbound calls and tracked reimbursements in QuickBase, and problem-solving.

# Office Assistant II, DTE Energy/Doshi & Associates, Troy, MI

November 2016 to August 2018

- Trained peers on new processes such as the Smartsheet schedules, Customer 360 applications and assisted in the migration of Office 365 via company mobile phones
- Time Management adjustments in SAP to reallocate hours to the appropriate budget, so that funds could be utilized for daily overtime
- Expense reconciliations in Concur before deadlines to ensure company cards were never deactivated
- Conducted PRT/Huddles via conference line, and during monthly meetings while capturing meeting minutes

Support Manager, Walmart Inc., Clinton Township, MI

March 2015 to June 2016

Supervised up to 30 associates, participated in hiring and disciplinary action of 10, handled
 \$1000 or more of cash, locking it in the safe nightly, operations of the Telxon handheld scanner

## **EDUCATION**

**General Education Certificate**, Macomb Community College, Warren MI **IT Website Programming Certificate**, Macomb Community College, Warren MI **May**, 2022 **IT Website Programming (A.A.S)**, Macomb Community College, Warren MI

May, 2022

\*\*Summa Cum Laude Graduate - Deans List - Phi Theta Kappa Member\*\*