

# Chiquita Zephaniah

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## EXPERIENCE

### IT Support — Edmonds College, Lynnwood

JULY 2022 - PRESENT

- Technical Troubleshooting: Resolving hardware, software, and network issues.
- User Support: Providing friendly and timely assistance across multiple channels (in-person, phone, email, and ticketing system), guiding users through technology challenges.
- Team Collaboration: Effectively communicating with other teams to collaborate on issue resolution and ensure seamless operations.

### Brand Ambassador/Sponsored Player — Valhall

Indonesia Floorball Store, Jakarta

MAY 2019 - MAY 2022

- Promoting the store's products and brand through social media, events, and competitions.
- Leveraging analytical and data-driven insights to provide feedback on product development.
- Collaborating with the store's team to develop innovative strategies for product promotion and customer engagement.

## EDUCATION

### Edmonds College — Computer Science (Associate Degree)

MARCH 2022 - PRESENT

### SMAK 7 PENABUR — Science (High School)

JUNE 2017 - JUNE 2020

## PROJECTS

### Personal Portfolio Website — Web Development

Using HTML, CSS, and Javascript programming languages.

### Pong Game — Game Software Development

Using Java programming language

## SKILLS

Web Development

Microsoft 365

Programming Languages: HTML, CSS, JavaScript, Python, Java

Customer Service

## ACHIEVEMENTS

Team Captain - High School  
Basketball Team

2018 - 2020

Team Captain - Unite For Strength  
Floorball Club

2018 - 2021

Honor Roll - Edmonds Community  
College

Quarter: Spring 2022, Summer 2022,  
Fall 2022, Winter 2023, Spring 2023,  
Summer 2023.

## LANGUAGES

English

Indonesian

## VOLUNTEER

Food Ministry Leader - IFGF Seattle

Sound Engineer - IFGF Seattle