

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.

SKILLS

Web Development

Microsoft 365

Programming Languages:
HTML, CSS, Python, Java

Customer Service

ACHIEVEMENTS

Team Captain - High School Basketball Team

2019 - 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.

LANGUAGES

English

Indonesian

VOLUNTEER

Sound Engineer - IFGF Seattle

Food Ministry - IFGF Seattle