



Frederick Rivers

Distance Learning
Coordinator

 (601)-983-7750

 Frivers2016@gmail.com

 [Linkedin.com/in/frederick-rivers-887451154](https://www.linkedin.com/in/frederick-rivers-887451154)

Skills & Attributes

- Excellent & Friendly Customer Service
- Teamwork
- Troubleshooting
- Ability to adjust to a fast paced and High-volume environment
- Written & Oral Communication
- Computer Software/Hardware
- Windows
- Microsoft Office 365
- Apple, Mac IOS
- Intermediate Skills in C++

CAREER OBJECTIVE

Jackson State University graduate seeking full-time, entry-level employment in an IT Support role. Provides great customer service with a positive attitude to users needing technical assistance. Able to adjust in a fast-paced environment and put forth best effort in both a leadership or team role. Skilled in installing, configuring and maintaining various software and operating systems such as Microsoft Windows, Office365, IOS, MacOS, and Chrome Os. Soft skilled in C++ .

PROFESSIONAL EXPERIENCE

Distance Learning Coordinator
Callaway High School
Jackson, MS

July 2021-Present

- Supervises students in the distance learning classroom. Complete and verify enrollment forms, maintains attendance records, and submits changes of schedules and other necessary information as appropriate.
- Provides technical assistance and support with Windows operated desktops as needed.
- Serves as liaison between students and video teacher and alerts teacher to any special information, problems, or concerns of students.

LSMAMP Summer Bridge Counselor
Jackson State University
Jackson, MS

May 2021 - July 2021

- Counselor of the summer program with mentoring high school graduates and future Jackson State freshmen who wish to pursue a career in the STEM field.
- Assisting with the career path of students while providing great leadership and a positive attitude on a daily basis.
- Leading and participating in recreational and educational activities with the students.

Work Study Student

Jackson State University
Jackson, MS

January 2017 - March 2020

- During the fall & spring semesters a student employee, fulfilling my duties such as filing, copying, printing inside of the office of the supervisor.
- Completed other assigned duties in the computer lab on the campus of Jackson State University such as monitored other students who may have needed help with any problems or issues with the desktops or monitors.
- Occasionally, provided assistance other errands from time to time given by supervisor such as dropping off important and confidential papers, folders, and books to other areas on campus.

EDUCATION

Bachelor's Degree of Science in Information Technology with a concentration of Computer Technology
Jackson State University
Jackson, MS

August 2016 - May 2021

- Participated in the Summer Bridge Program Louis Stokes Mississippi Alliance for Minority Participation (LSMAMP) for incoming freshman and future Science, Technology, Engineering & Math (STEM) majors during summer 2016.
- Member of the College of Science, Engineering & Technology Scholar's Academy (CSET).

High School Diploma
Forest Hill High School
Jackson, MS

August 2012 - May 2016