

Emily Patterson

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3648 SE Mall St. Portland, OR 97202

Professional Profile

My professional background includes extensive work with computer technology. My love for computers and networking has given me a lot of knowledge in this field and my previous IT job has provided me with hands on experience opportunities. I have managed websites and network servers for multiple companies and helped with remote customer service as well. I have experience with almost all Windows/Mac softwares and programs including Office 365, Word, Excel, PowerPoint, Photoshop, HTML 5, and have managed up to 30 accounts at a time for previous employers as well as website monitoring and customer support over the phone and over email.

Other professional skills include extensive leadership training and customer service experience.

- Cascades Camp & Conference Center Service & Leadership Training
- Formation Experience Service & Leadership Training
- Volunteer at Fusion Coffee House
- DECA Business Club (4 years)
- Microsoft Word/Excel/PowerPoint/etc.
- Microsoft Server certification training
- IT Support

Software & Programs

- Office365
 - i. Manage & update emails, phone numbers, other contact info
 - ii. Assign admins & roles to customers and/or employees
 - iii. Add/Delete persons, groups, etc.
 - iv. Training others in Office365 support
 - v. Customer support for anything office365 related

- WordPress
 - i. Create & Design websites for educational purposes and businesses
 - ii. Monitor website and keep codes up to date
 - iii. Add/Delete information and graphics
 - iv. Create graphics for sites
 - v. Customer support

- Adobe Acrobat/Photoshop
 - i. Creating graphic designs for personal/educational/business use

- HTML 5
 - i. Intermediate coding and programming skills

Work Experience

American Tax Solutions (Los Angeles, CA)

IT Consultant (Temp/Seasonal)

(08/2019) - (12/2019)

Trail Blazin Productions

Trimmer/Packaging/Processing sales

(12/2018) - (07/2019)

Seeking Health (Bellingham, WA)

IT Support Specialist

(09/2016) - (09/2018)

Meconi's Italian Subs (Lacey, WA)

Cook, server, dishwasher

(06/2015) - (06/2016)

Education

(B.S.) (Management Information Systems)

Western Washington University (Bellingham, WA)

[2014-2018]

(Diploma)

River Ridge High School (Lacey, WA)

[2010-2014]

References

Bob Franzen

Family friend

(360-790-5519)

Dylan Caiafa

AEG Manager

(360-584-8330)

Lydia Davis

Manager at EAT Restaurant

(360-224-9013)