

KHARY WILLIAMSON

Beaverton, OR 97005

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(971) 266-9918

Authorized to work in the US for any employer



WORK EXPERIENCE

Payment Services Representative

First Tech Federal credit union - hillsbo

June 2019 to February 2020

Perform file and/or transaction maintenance, including tracking and updating information. Research and resolve member, vendor and internal issues by adjusting processes as appropriate. Manage multiple systems with various processing functions and deadlines. Respond to inquiries from internal associates assisting members regarding payment/deposits

Customer Service Rep

Arise

December 2009 to December 2013

Handled inbound customer calls for inquiries, complaints, and other related issues.

Level 1 Help Desk

Convergys

June 1999 to June 2001

The Support Specialist is responsible for providing on-going support of various PC, MAC, desktop, software, printer and peripheral issues as needed by our clients.



EDUCATION

Diploma

Apopka High School

A.S. degree

Florida Technical College - Orlando, FL



SKILLS

- **Computer Networking**
- **Desktop Support**
- **Network Support**
- **Help Desk**
- **Technical Support**
- **LAN**



CERTIFICATIONS AND LICENSES

CCNA

August 2020 to August 2021

Earners of Cisco CCNA - Implementing and Administering Cisco Solutions (CCNA) have demonstrated knowledge and skills related to network fundamentals, network access, IP connectivity, IP services, security fundamentals, and automation and programmability.



ASSESSMENTS

Attention to Detail — Highly Proficient

September 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Highly Proficient](#)

Work Style: Reliability — Proficient

September 2020

Tendency to be dependable and come to work.

Full results: [Proficient](#)

Customer Focus & Orientation — Highly Proficient

July 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Technical Support — Highly Proficient

June 2020

Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function.

Full results: [Highly Proficient](#)

Data Entry: Accuracy — Familiar

June 2019

Measures a candidate's ability to accurately input data and effectively manage databases.

Full results: [Familiar](#)

Customer Service — Proficient

September 2020

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Proficient](#)

Written Communication — Familiar

September 2020

Measures a candidate's ability to convey written information using proper grammar rules.

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.