

ALLISON OGREN

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EXPERIENCE

JANUARY 2019 – PRESENT

IT TECHNICIAN/RELIEF TELLER, RAYMOND FEDERAL BANK

Member of the IT Committee, general computer/system maintenance, updating software, purchasing software, computers, printers, and other network devices, troubleshooting and set up of computers, printers and other devices in a timely manner, oversees KnowBe4 computer security awareness training & phishing testing, Active Directory experience setting up users/groups/permissions, set up of email profiles, VoIP phone experience/troubleshooting, works with network administrator on various IT projects, trains new tellers as needed on various teller activities, backup for management on closing activities for branch as needed.

JUNE 2016 – DECEMBER 2018

TELLER, RAYMOND FEDERAL BANK

Processing teller transactions, opening various and complex customer accounts, account maintenance, provided backup support for management as needed for reports and opening/closing of the branch, helping customers over the phone, helping other staff with computer issues, teaching newer staff basic teller functions.

EDUCATION

JULY 2020

B.S. IN BUSINESS IT MANAGEMENT, WESTERN GOVERNORS UNIVERSITY

SKILLS

- Quick learner and eager to learn new things.
- Good with technology and computer programs
- Communication skills
- Office 365
- Problem solving
- Self-motivated
- Willing to help other employees
- Works well with all age levels
- Provides quality customer service
- Listens well to others