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## TECHNICAL SKILLS

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### Certifications

- CompTIA A+, MTA: Windows Server Administration, MTA: Networking Fundamentals

### Software

- Database: Microsoft SQL Server and Microsoft Access
- Platforms: Windows 10, Windows Server 2016, MacOS

### Administration

- Active Directory Domain Services, DHCP, DNS and Registry
  - Platforms: Windows 10, Windows Server 2016, MacOS
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## EDUCATION

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### WGU

*Kent, WA*

- BS, Information Technology

Anticipated July 2021

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## EXPERIENCE

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### Shipping and Receiving Clerk

*iM3 Vet*

- Implemented new shipping procedures to increase daily total packages shipped by %57.
- Utilized ShipGear and World Ship software to process customer orders quickly and accurately.
- Stopped defective X-Ray equipment from shipping to customer with each rollout.

Aug. 2019 - Current

### Sales Service Representative

*Nabisco*

- Maintained healthy relationships with store managers and communicated any weekly ad updates and holiday sales.
- Increased daily sales by working with merchandisers to keep shelves full and presentable.
- Made sure any nationwide recalls did not reach any shelves in any of the stores in my area.

Aug. 2018 – Aug. 2019

### Walmart

*Department Manager*

- Worked with sales associates to keep up with merchandising schedules.
- Followed daily department manager procedures executing price changes and consolidating inventory.
- Communicated with vendors about upcoming promotions.
- Placed tickets for any pricing discrepancies through the support number provided.

Nov. 2016 – Aug. 2018