

Kelsha Smiling

Las Vegas, NV 89123

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- Experienced customer service and help desk representative
- Successfully managed up to 100 tickets per day
- Excellent communication skills, verbal and written
- Experience with Tier 1 IT customer support
- Strong attention to detail and ability to multi-task

Authorized to work in the US for any employer

Work Experience

Information Technology Specialist

AcisTek Corporation

July 2020 to Present

- Professionally answer incoming technical support calls, and troubleshooting technical situations using a vast array of tools.
- Utilize investigative and deductive skills to gather information about issues, analyze and then execute on that information.

Help Desk Technician

Anthem, Inc.

December 2021 to January 2022

- Assist healthcare company (Doctors and Executives) enrolling into Microsoft Intune, Microsoft Teams, and Microsoft Exchange.
- Manage and resolve caseload of tickets
- troubleshooting technical situations using a vast array of tools.
- Remote into user device for advanced troubleshooting

Information Technology Intern

ATLANTIC UROLOGY CLINICS - Myrtle Beach, SC

January 2020 to March 2020

- Provide customer service and IT support to clients
- Provided support across multiple facilities covering a broad range of Health IT solutions
- Manage and resolve caseload of tickets
- Focus on day to day trouble tickets and documentation, that required the use of unique experiences with medical related solutions, including PACS imaging, lab test equipment, and our EMR system.

Warehouse Worker

1st Team Staffing - Columbia, MD

May 2018 to April 2019

- Work onsite at facility providing a broad range of services to support operations
- This includes operating a range of equipment to automate processes

- Great attention to detail required to support operations

Sales Associate

Adidas Group - Myrtle Beach, SC

November 2016 to January 2017

- Provided customer service and assisted and interacted with customers in determining which products and merchandise best fit their needs.
- Leverage communication skills and problem solving capabilities
- Operated automated equipment to process various forms of payments and replenish sales operations floors as necessary.

Sales Associate

Walmart - Myrtle Beach, SC

September 2015 to January 2016

- Providing responsive, exceptional service to Walmart counter customers by answering questions, making recommendations, providing samples, and responding to requests.
- Performed ordering, purchasing and stocking of products. Label products with appropriate dates and prices.
- Maintained the department's appearance by cleaning and following company policies and procedures as well as local and federal laws regarding safety.

Courtesy Clerk

Kroger - Conway, NC

November 2015 to December 2015

- Record product, packaging, and order information on specific forms.
- Transport packages to customer's vehicles.

Call Center Representative

Sykes Enterprises

June 2014 to August 2014

Sumter, NC

- Provided customer service to broad range of clients
- Answered questions about products, services and prices to clients.
- Maintain records of contacts, accounts, and orders.

Education

Bachelor's in Public Health

Coastal Carolina University - Conway, SC

Skills

- Help Desk
- Technical Support
- Software Troubleshooting
- Active Directory

- IT Support