

# Shatoya Allen

An experienced IT Support / Customer Service Rep with strong technical skills and unyielding dedication to solving problems and delighting customers.

# SA

503.449.3274

tabeauty1216@gmail.com

## Skills / Expertise

### DESIGN / DEV:

WordPress, HTML, CSS, Site Management

### HARDWARE/SOFTWARE:

Install and Support OSX / Windows / iOS / Android, Cabling / General Networking, Diagnose/Troubleshoot Device Issues

### COMMUNICATIONS:

GDocs, Microsoft Office, Slack

### MANAGERIAL / BACK OFFICE:

Merchandising, Help Desk Ticketing System, Inventory Control / POS Systems, Supervising Employees, Ability to Meet Timelines, Milestones, and Deliverables

### CUSTOMER RELATIONS:

Product Knowledge, Excellent Oral Communication Skills, Remote End User Phone/Chat support & Technical Support

## Experience

OH1 DIGITAL

DEC 2018 - PRESENT

### IT Support / Front-end WordPress Developer

Consult, design and maintain WordPress websites and landing pages for desktop and mobile. Technical support & help desk for client issues, updates and concerns.

WHITTMAYER SOCIAL MEDIA

MAR 2016 – JUNE 2017

### Independent WordPress Developer / IT Support

Conducted and oversaw the running and maintenance of business hardware and software needed for a WordPress website. Content management and light development/coding for WordPress marketing website. Customer relations and technical support.

LITTLE BIG BURGER

MAR 2018 – SEP 2019

### Shift Leader / Assistant Manager

Responsible for all daily activities to run restaurant fluidly, handling customer orders and concerns, opening and closing, operating POS system, inventory, managing vendors, staffing, calculating future needs, and ensuring everything stays clean, positive, consistent and on brand.

WILLAMETTE UNIVERSITY

AUG 2016 – JAN 2018

### IT Support

Provided IT technical support for students and faculty of private university, Installed and configured operating systems, performed backups and created disk images, installed anti-virus software, diagnosed hardware and software faults and solving technical application problems. Set up and troubleshooting for multi-media and A/V equipment.

## Education

WILLAMETTE UNIVERSITY | Computer Science

FALL 2015 - SPRING 2017

PCC | Computer Science

WINTER 2017 - SPRING 2019