**AcisTek Corporation**

**Information Systems Specialist III**

**Resume for Kelsha Smiling**

**Professional Highlights**

* **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**

**EXPERIENCE**

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**ATLANTIC UROLOGY CLINICS Jan 2020 to March 2020 (ended due to Covid 19)**

**Information Technology Intern Myrtle Beach, SC**

* **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 & Facility Support May 2018 to April 2019**

**1st Team Staffing Columbia, MD**

* **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**

**Adidas Group Nov 2016 to Jan 2017**

**Sales Associate Myrtle Beach, SC**

* **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.**

**Walmart Sept 2015 to Jan 2016**

**Sales Associate Myrtle Beach, SC**

* **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.**

**Kroger Nov 2015 to Dec 2015**

**Courtesy Clerk Conway, NC**

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

**Sykes Enterprises Jun 2014 to Aug 2014**

**Call Center Representative 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**