**Anne Nicole Christensen**

(360) 908-2495

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**Education**

Olympic College September 2016 – June 2018

**BAS in Information Systems**

Olympic College September 2012 - June 2014

**AA in Anthropology**

**Work and Volunteer Experience**

Safeway September 22, 2020 – Present

**Bakery Courtesy Clerk**

* Sweep and mop floors, run and clean dishwasher, clean bread cutting machines
* Manage providing excellent customer service with packaging perishables.
* Package up food and bake bread while adhering to food safety guidelines
* Stay self-motivated and self-directed while working alone for hours every day.

Argosy Cruises July 26, 2019 - March 31, 2020, June 26– August 2, 2020

**Shoreside Hospitality Reservationist (Concierge)**

* Worked as part of a team to greet and assist hundreds of guests through reservations, boarding, and disembarking
* Problem solved guest issues during the duration of their cruise experience
* Troubleshot printer jams, photo editing software, photo printers, and card readers
* Answered phones, responded to guests’ live chat, and covered the office’s front desk

Bremerton Food Line  January 28, 2019 – July 22, 2019

**Volunteer, Part-Time**

* Greeted and checked clients in and updated their accounts.
* Informed clients about new and expiring services and helped them get signed up
* Archived files, inventoried supplies, and organized the supply room.

Olympic College September 2017-June 2018

**IT Help Desk Technician, Part-time**

* Star Student Award at Olympic College’s IT Help Desk, “in recognition of your hard work and dedication to tackle difficult projects and situations”
* Worked as first point of contact available to help about 1,000 staff and faculty and about 10,000 students both in person, over the phone, and via email.
* Troubleshot computer hardware, software, and Internet connections
* Remotely installed software and troubleshot computer issues using Microsoft Remote Assistance (MSRA) and Remote Desktop on PCs, laptops, and surfaces.
* Created temporary network accounts and reset passwords in Active Directory
* Created, tracked, and closed tasks for clients using a task tracking service
* Created documentation for updating our digital IT equipment inventory and gave an oral presentation to my colleagues on the proper procedures to use.
* Documented computer issues, actions taken to resolve issues, and outcomes
* Installed computer hardware including desktops, monitors, and peripherals.