**Margaret Mwangi**

• ITIL /ITSM • MCP / MTA

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* **IT Customer Support Associate**

**Professional Summary**

Accomplished Business Administrator, Project, and Technical professional with more than five years of administrative experience in large, diverse organizations. Possesses breadth of experience in business / administration and information technology, incorporating IT fundamentals to established processes for optimum efficiency and effectiveness. A natural communicator, effectively liaising at all levels and across divisions, while mentoring and leading teams toward a common goal. Success derived from application of lessons learned analysis and industry best practices used to effectively analyze situations and devise sound solutions to ensure technical, business, and operational objectives. Passionate about learning new systems and technologies.

*United States Navy Veteran with Security Clearance*

*Recent graduate with a Bachelor of Science in Information Technology Security Management*

*with a passion for Customer Success and Technology.*

*Seeking IT Support role.*

**Areas of Expertise**

Customer Service/Liaison Call Center Support Information Security

Troubleshooting Basic Networking Data Management

Software installation/configuration Basic Programming Records Management

Basic C#, C++, SQL • Azure • Microsoft Office Suite

* Perform quality work with deadlines with or without direct supervision.
* Interact professionally at all levels and with customers and suppliers.
* Work effectively as a team contributor on all assignments, and independently when needed.
* Experienced in first level customer support, troubleshooting, identification of root cause analysis, and providing timely response and resolution.
* Understand escalation and documentation SOPs for support and customer care.
* Hands on and practical knowledge of networks and computer systems.
* Ability and willingness to learn new technologies and apply them effectively.

**Career History**

**Full Time Student, BSc. IT Security Management, Campbell University, NC 2017 - 2018**

* Learned installation and configuration of software.
* Maintaining computer electronics like printers, scanners.
* Setting up networks and infrastructure.
* Implementing security measures.

**Microsoft Software and Systems Academy – Fort Bragg, NC 2016 - 2017**

Obtained the Microsoft Technology Associate (MTA 70-361) certification for Software Development Fundamentals as pre-requisite for an 18-week technical program developed by Microsoft. The curriculum leverages college accredited courses and preparation in transitioning service members for technical opportunities at Microsoft and their Enterprise Partners.

* Designed, composed, and built cloud applications
* Implemented user interfaces using Model-View-Controller architecture.
* Administered organizational databases to provide end users with multimedia services.
* Automated interaction for multimedia devices, mobile computing, and information services.
* Learned conceptual frameworks to position, license, brand, and make apps available as products.
* Learned the essentials of Developing Windows Apps including their layout, user interface, structure, display, and style templates.

**United States Navy**

**Administrative Executive / Logistics Specialist – Norfolk, VA 2015 - 2017**

Administered coordination and approval status notification process of leave requests.

* Managed logistics and calendars for senior stakeholders and managed all office correspondence.
* Selected as group’s liaison for overseas travel because of vast understanding of overseas travel policy.
* Organized and maintained 1.1K+ personnel records, ensuring full accuracy and compliance.
* Converted and designed SOPs to transform leave processes from paper to electronic database format, it streamlined office operations and project management which increased efficiency by 80%.
* Onboarded and trained personnel on administrative policies per organizational guidelines.
* Screened incoming calls, serving as first line of customer / vendor support, escalating critical issues to executives.

**Call Center Customer Support, Naval Medical Centre – Portsmouth VA 2013 - 2014**

Managed medical clinic appointment call center for a population of 20K customers.

* Provided customer support by reviewing patient referrals, scheduling appointments, and handling a variety of patients’ needs for over 20K beneficiaries.
* Responsible for properly escalating unresolved patients concerns to the right department.
* Responsible for using both internal and external databases to provide accurate information and feedback to the patients.
* Ensured that all data has been verified and updated in our systems to maintain current patient’s data records.

**Supervisor, Alons Bakery & Market – Atlanta, GA**

**Storeroom Supervisor / Catering Assistant 2012 - 2013**

**Customer Service Team Leader / Cashier 2010 - 2012**

Promoted from entry level floor staff through team lead levels to management.

* Collected and input data on production orders while ensuring 100% accuracy.
* Analyzed and resolved billing issues per policy, increasing customer satisfaction rate from 89% to 97%.
* Managed catering production, fulfilling daily orders, ensuring delivery logistics were on schedule / timely.
* Oversaw all store operations from front end to catering and retail orders.
* Onboarded / trained new employees on customer billing, data entry, and store design.
* Reduced employee turnover by 5% through a morale boosting program.

**Education • Certification**

**MS,** Cybersecurity Engineering, University of Washington Bothell 2020-2022

**BS**, Information Technology Security – Management (GPA 3.5), Campbell University 2018

**BS**, Business Administration and Management, General Business, Trident University 2016

**Cisco Networking**, Certificate of Completion, Fayetteville Community Technical College 2018

Project Management Certificate of Completion, Syracuse University 2017

**ITIL**: ITIL Foundation Certificate in IT Service Management 2018

**MCP 70-486**: Developing ASP.NET MVC Web Applications 2016

**MTA 70-361**: Software Development Fundamentals 2016

**Languages**: English, Swahili, Basic Spanish