**ALEXANDER GILLAM**

10975 Bluffside Drive, Apt. 1125

Studio City, CA 91604

(757) 773-1307

[AlecGillam@gmail.com](mailto:AlecGillam@gmail.com)

**CAREER OBJECTIVE**

Seeking a position as a Information Technology professional utilizing my knowledge of computer software, hardware, operating systems, networking, and customer service.

**KEY STRENGTHS AND SPECIAL SKILLS**

• Conversant with identifying and analyzing problems and finding solutions

• Capable of working effectively and efficiently in high stressed situations

• Outstanding customer service and interpersonal skills

• A strong commitment and understanding for the need to deliver prompt and efficient service

• Proven ability to work without supervision

• Profound ability to effectively multitask in a fast paced environment.

**LANGUAGES**

**Conversational Knowledge in Spanish**

**WORK HISTORY**

**MDV Spartan Nash Feb 2016 – Sep 2019**

***Computer Operator***

**Processed merchandise orders for distribution to military commissaries and created warehouse orders to create pallets for delivery. Performed system backups on LTO tape drives and servers working with command line interface. Provided customer service to company employees and clients.**

**Portsmouth Public Schools (via Abacus Corporation) Sep 2015**

***IT Technician***

**Set up computer systems and verified network connectivity at multiple locations throughout the Portsmouth Public School System. Troubleshot network connectivity issues, installed and updated operating systems on computers where necessary.**

**IMS Health (via TekSystems) July 2015**

***Technical Support Representative***

**Trained to provide multi-platform support for pharmaceutical representatives in the field.**

**Liberty Tax Service, Virginia Beach VA** **Dec** **2014 – Apr 2015, Nov 2015 – Feb 2016, Nov 2016 – Feb 2017, Nov 2017 – Mar 2018, Nov 2018 – Feb 2019**

***Technical Support Representative***

Worked in call center environment, determining causes of customer problems and necessary action to resolve. Provided troubleshooting over the phone, both while in constant contact with the customer and while contacting them periodically to keep them informed of progress. Provided excellent customer service and maintained thorough documentation of all customer issues worked on.

**Orion Transcription, Virginia Beach VA Feb 2011 – Sep 2014**

***Medical Transcriptionist***

Transcribed dictation into medical reports. (Medical transcriptionists must maintain minimum accuracy of 98% on all reports, for safe continuity of patient care.) Adept at working around doctors’ various accents. Accurately typed at a speed of fifty (50) WPM. Performed quality assurance checks. Responsible for sorting, checking, counting, and verifying numbers with accuracy.

**Sentara Princess Anne Hospital, Virginia Beach VA Jul 2012 – Feb 2013**

***IT Intern***

Insured that hospital FLO carts (laptop systems) in ERs and other critical-care areas functioned properly for patient monitoring. Researched and resolved hardware and software issues. Installed operating systems onto computers.

**Borders Books & Music, Virginia Beach VA Nov 2006 – Sep 2011**

***Inventory Associate***

Worked in a detailed orientated manner to efficiently managed book inventories. Maintained accurate inventory records using mathematical and organizational skills. Established rapport with customers, co-workers and vendors.

**City of Virginia Beach, Virginia Beach VA Apr 2005 – Apr 2007**

***Library Clerk***

Assisted customers with checking in and out library materials.​ Renewed and verified the circulation status of library materials.​ Processed materials for circulation. Provided coverage at the circulation desk.​ Shelved books, magazines and other materials.​ Answered the telephone in a professional manner.​ Performed miscellaneous job-related duties as assigned.​

**EDUCATION**

Baldwin Senior High School – Diploma | 1999

Tidewater Community College - A.A.S Information Technology |2018

Tidewater Community College – Certificate Computer Programming |2018