|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | | ***Amelia L. Grant*** | |  | | |  | | --- | | **Contact** | | **Cell : (805) 603-0620**  **E-mail : amelia.grant73@icloud.com** | |
| |  | | --- | | **Home Address** | | 180 Ripley St. Apt. 15 Camarillo, Ca 93010 | | |
| |  | | --- | | **Profile** | | |  |  | | --- | --- | | **Objective** | I am seeking a challenging position within the Information Technology or Technical Support department of a stable company or organization. The ideal position will utilize my technical skills, encourage a continuing education, and allow for career growth. | | **Availability** | Current | | | |
| |  | | --- | | **Key Skills** | | Proficient and skilled in a variety of computer networking concepts and technologies, including:   |  |  |  |  | | --- | --- | --- | --- | | Windows 2000/XP/Vista/7/8/10 | TCP/IP Networking/VOIP  Data Migration | Cabling and Infrastructure  Printer Service | Telephone Helpdesk  POS Service | | Windows Server Platforms | Active Directory Administration | PC/Server Hardware | Adv. Troubleshooting | | | |
| |  | | --- | | **Work Experience** | | **Peak Systems Inc – New York, NY November, 2013 to Present**  **Computer Technical Support Associate Part-time job**   * Provide technical support to high end clientele such as Chase Business Banking, MSSB and UBS.   **PacCoast Technologies-Self Employment – Camarillo, CA April, 2011 to August, 2016**  **Independent Contractor / Technical Support / Engineer Support / Network Support Full-time job**   * Provide a wide spectrum of Technical Support and Helpdesk services for a variety of platform clientele.  |  |  | | --- | --- | | **SJP Insurance Services - Camarillo, CA** | **December, 2008 to 2011** | | **Insurance Processor / Technical Support** | **Part-time job** | | * Perform secretarial and insurance processing duties. * Provide Technical Support and Helpdesk services for internal network. | | | **American Legal Support Services - Ventura, CA** | **August, 2008 to December, 2008** | | **Legal Processor / Secretary / C.S.R.** | **Full-time job** | | * Performed secretarial duties, coordinated process servers and deadlines. * Customer Service Representative, answered all phone calls, received all mail. * Data Entry and Database Administration. | | | **Dick Wardlow Insurance Brokers - Moorpark, CA** | **July, 2007 to August, 2008** | | **Insurance Processor / Secretary / C.S.R.** | **Full-time job** | | * Performed secretarial and insurance agent duties. * Customer Service Representative, answered all phone calls, received all mail. * Data Entry (multiple programs) and basic Database Administration. | | | **SJP Insurance Services - Camarillo, CA** | **May, 2005 to July, 2007** | | **Insurance Processor / Technical Support** | **Full-time job** | | * Performed secretarial and insurance processing duties. * Provided Technical Support and Helpdesk services for internal network. | | | **Self-Employed** | **September, 2001 to May, 2005** | | **Computer Support Technician** | **Independent Contractor** | | * Provided Telephone Helpdesk and Remote Tech Support to all clients. * Repaired computer hardware and handled software issues for clients in various industries. * Diagnosed and repaired network and physical connectivity issues, including TCP/IP troubleshooting and termination and repair of fiber-optic and copper cable (as needed). * Assessed client needs, proposed and installed new equipment and software. | | | **Quicknets - Ventura, CA** | **May, 2001 to September, 2001** | | **Cable Installer** | **Full-time job** | | * Read schematics, pulled and terminated copper and fiber-optic cables, ensured all cable was bundled and labelled properly. Delegated work to other employees when needed. | | | **Oxnard College - Oxnard, CA** | **January, 1997 to May, 2001** | | **Network Technician** | **Internship** | | * Installed PCs, ran and terminated cable, maintained existing network, diagnosed and solved problems independently across campus. | | | | |  | | --- | | ***Amelia L. Grant*** | | |  | | --- | | **Cell : (805) 377-5015**  **E-mail : kingsdaughter1973@gmail.com** | | |  | | | |
| |  | | --- | | **Education** | | |  |  | | --- | --- | | **1996 - 2003** | **General Education studies for Associates Degree (focus on Computer Sciences)**  Oxnard College - Oxnard, CA (degree pending 2 courses) | | **Completed 1991** | **High School Diploma**  North Star Boarding Academy - Tahoma, CA |   **References: Furnished upon request** | | |
|  | |