**Kwabena Milton**

6802 5th Ct. SE Unit A, Lacey, WA 98503

PH (360) 463-9558

Kwabenanrb2@gmail.com

**WORK EXPERIENCE:**

**Goodwill** October 2017-Present

**Production Worker**

October 2017-Present Lacey, Washington

• Processed donated goods for re-sale (sorting, pricing and stocking sales floor).

• Sorted and inspected items for quality and stability.

• Ticketed items for sale based on quality and brand.

**Target** November 2015-September 2016

**Flow Team Member**

November 2015-September 2016 Olympia, Washington

• Maintained accurate stock records.

• Unloaded, picked, staged and loaded products for customers.

• Rotated stock by code and receiving date.

• Worked at a rapid pace to meet tight deadlines.

**Xerox** June 2015-October 2015

**At Home Apple Advisor**

Work from Home

• Provide customer support for iOS devices

• Activations, Lockouts, App failures, Non resposive devices and

How to options

• Assist with Apple ID account security issues and questions

**Comcast** December 2014-April 2015

**Customer Experience Repair**

December 2014- April 2015 Everett, Washington

• Wireless configuration for all operating systems including Windows, iOS, OSx, and Android.

• Resolved and activated video, internet & home phone service.

**Support.Com** September 2013-June 2014

**Remote Support Technician**

Work from Home

• Wireless configuration for all operating systems including Windows, iOS, OSx, and Android.

• Windows network configurations on XP, Vista, 7 and 8.

• Router configuration.

• Used trouble ticket system for tracking customer interactions and problem resolution.

**Over the Road Truck Driver** December 2007-October 2010

**US Xpress**

• Inspects truck before and after trips and submits report indicating truck condition.

• Obeyed traffic laws, and follow established traffic and transportation procedures.

• Maintained records such as vehicle logs, records of cargo, or billing statements.

**Verizon Wireless** August 2000-July 2007

**Coordinator Data Tech Support**

March 2007-July 2007 Murfreesboro, Tennessee

• Provided technical support for internal and external data customers.

• Used trouble ticket system remedy for tracking customer interactions and problem resolution.

**Associate technician-NRB**

March 2004-March 2007 Southlake, Texas

• Resolved service impairments related to; roaming (domestic and international), transport services (LEC, Long distance), network hardware & software faults (both switch and cell), translations, E911 translations and voice and data network elements.

• Worked with data network elements and protocols including; TCP/IP, MPLS, OSI, Frame relay, ATM, X.25, RIP, OSPF, ISDN, SS7.

**EDUCATION:**

**South Puget Sound Community College – Computer Network Administration**

January 2015-September 2017 Olympia, Washington

**Ace Institute of Technology - LAN & WAN Administrator**

September 2012-July 2013 Manhattan, New York