# Objective

I am a customer service representative with over 8 years of experience with a degree in Information Technology seeking a challenging position where my skills and proficiency can be of great value.

# Skills & Abilities

Complex Problem Solving

Computer Software Knowledge

Strong Customer Service Skills

Multitasking

Can type 40+ WPM

Microsoft Office Proficient

NOS basic configuration (Windows Server 2016)

Networking Troubleshooting (TCP/IP)

Help Desk support

CompTIA A+, Net+, Security+ hands-on training

Troubleshooting

OS management, troubleshooting, and support

# Experience

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| Server, International House of Pancakes Working in a fast-paced environment, duties include and not limited to greeting and engaging with over 150 customers each day looking for fast and efficient service. Relay and retain an assortment of information for customers and fellow employees. Study and learn 230 menu items for future patrons that may want to experience the services provided. | 12/15/20-03/25/21 |
| Security, Allied Universal Observe and report any all-suspicious activity at the assigned job site while on duty. Answer and aid in any situations that can be handled on site. Enter and exit all personnel with proper identification on or off premises.  Crew, McDonald’s  Working in at fast paced environment duties included but not limited to engaging and interacting with over 300 customers to get in their order and hand it to them in a timely fashion. Handling various cash and card transactions. Maintaining restaurant cleanliness by sweeping, mopping, wiping down tables, etc. Cook and prepare up to 1,500 ready to eat meals for paying customers.  Manager, Mack’s Tenders  Managed and monitored 5-10 employees. Conduct weekly inventory on all items in store. Make weekly schedule for employees. Greet and engage with customers. Handle various cash and card transactions up to $3,000 between banks and customers. Conduct meetings every 3 weeks with general managers and employees to discuss many topics that included sales and promotion. Education  |  |  | | --- | --- | | **Associates Degree- Information Technology**, Jacksonville Florida, Keiser University | 12/18-12/20 | |  |  | | 07/04/20-01/10/2106/30/2015-02/21/1902/18/19-01/05/20 |

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# References Available on Request