MORGAN JENSMA

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**EDUCATION**

**Oregon State University** – Corvallis, OR

Bachelor of Science in Psychology July 2020

**EXPERIENCE**

**Oregon State University -Information Services Telecom,** Student Technician June 2019 – Present

* Respond promptly to customer inquiries about pricing, timelines, and updating contact information
* Troubleshoot phone software issues, and educate clients on device and system use
* Manage customer requests using TeamDynamix an online ticketing system,update them on the process of their ticket, and communicate with the next tier support
* Assist with voicemail using AVST server to reset and configure voicemails
* Complete ticket documentation & process online work orders using PCR-360
* Navigate Avaya web-based system manager
* Answer multi-line phone systems, and work with dual screen displays
* Provide friendly and helpful customer service though phone, email, and ticketing system

**Sweet Heart Donuts**, Cashier, Seasonal June 2017- September 2019

* Managed a till, cash handling, operate point of sales system
* Provided customer service including answered questions about pastries of the day pricing, and greeting customers
* Maintained a clean environment according to Oregon Department of Health safety regulations
* Communicated with team about product availability, and completion of tasks

**Alpha Omicron Pi**, Mutual Selection Manager, Temporary April 2017 - September 2017

* Performed data entry to recruit potential members.
* Utilized Google surveys for data collection
* Completed data entry using Microsoft Excel
* Presented data analysis to group

**SKILLS**

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| Microsoft Office Suites | Avaya System Manager |
| Coding languages R/JASP | PCR-360 |
| Leadership | AVST- Online voicemail system |
| Interpersonal Communication | Problem-solving |