**Zenith KC**

Manassas, VA

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**CORE COMPETENCIES**

Hardware Configurations• Operating System Installation • Technical Troubleshooting

TCP/IP Communications • Windows and Linux Filesystems Navigation • Directory Services

Infrastructure Server Management • User Training & Support • Preventative Maintenance

Documentation & Reporting • Microsoft Office 365 Deployment and Administration

Detail Oriented• Team Player• Active listener• Quick Learner• Adaptability• Problem Solving

**EDUCATION**

**Google IT Support Professional Certificate** **•** in progress**,** date

* Skill development experience includes:
* **Technical support:** installing & configuring computer hardware, software, and networks
* **Computer networking:** standard protocols for TCP/IP and network services (e.g., DNS)
* **Operating systems**: creating users, groups, and permissions for account access & installing, configuring, and removing software on Windows and Linux operating systems
* **Systems administration:** server management and user & information management
* **IT security**: evaluating potential risks and utilizing encryption algorithms and techniques

**Higher Education (if any) AAS In Cybersecurity**

* Northern Virginia Community College, Manassas, Virginia

Degree in Progress; anticipated completion in Fall 2021

**Bachelor of Business Management (BBM) – Business**

* Alliance University, Bangalore, India

Graduated; Year 2012- 2015

**Bank Teller •** *Wells Fargo,Centreville VA* **JULY2019-PRESENT**

* Initiated team lead efforts in conjunction with other branch members to fulfill customer's financial needs.
* Provided technical support for various financial transactions i.e. digital options ensuring the fulfillment of the client’s banking needs.
* Worked towards educating the leads about the new beneficial policies by solving their issues and increasing the sales by 20 percent.
* Fulfilled the financial goals of the customers in compliance with company’s policies
* Engaged in financial transactions cautiously to mitigate risks and ensuring the safety of the company and the clients.

**Visa Processing Officer•**CKGS. *San Francisco CA* **AUG-SEP2018**

* Gathered required documents from the clients as compliance to standard operating procedures and scrutinized the rapidly for processing the visas on time.
* Controlled applicant’s queries and managed conflict personally to meet theirs’s needs.
* Maintained organizational efforts towards filing, storage, and processing the visa applications for future reference
* Rendered technical support for passport, visa and application queries via phone.

**Team Member •** *Subway. Pinole, CA* **MAY-JULY2018**

* Exhibited a cheerful and helpful manner while greeting guests and preparing their orders quickly.
* Demonstrated a complete understanding of menu items and explains them to guests accurately for better sales.
* Used Point of Sale system/cash register to record the order and compute the amount of the bill. .
* Checked products in sandwich unit area and restocks items to ensure a sufficient supply throughout the shift.