Cheyenne Abram

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# Summary

Versatile IT professional familiar with operating and maintaining computers, servers and peripheral devices with minimal oversight. Skilled at running reports and updating shift logs. Bringing 5+ years of experience from related technical personal hobbies and proper education.

# Skills

* Hardware and software installation and configuration
* Computer maintenance and repair
* Windows, MacOS, Linux
* MS Office
* Troubleshooting and diagnostics
* Proficient in HTML5, CSS, Javascript, JAVA, and SQL
* Network configuration
* Server installation and maintenance

# Experience

Cashier, Goodwill of Southern Indiana Inc, Seymour, IN, 01/2020-07/2020

* Assisted with purchases, locating items and signing up for rewards programs.
* Resolved issues regarding customer complaints and escalated worsening concerns to the shift manager for remediation.
* Operated cash register, collected payments and provided accurate change.
* Worked closely with front-end staff to assist customers and maintain satisfaction levels.
* Assisted customers with account updates, new service additions and promotional offers.

Quality Assurance Technician, Melaleuca, Rexburg, ID, 01/2018-07/2018

* Assisted with correcting systemic problems in order to eliminate errors.
* Evaluated grading of product quality against published specifications to maintain consistently high-quality standards.
* Noted results and entered data into excel to track and assess trends.
* Maintained laboratory equipment to keep all tools functional and operating efficiently.
* Monitored and upheld safe operating procedures and clean area mandates to meet regulatory requirements.
* Participated in technical trainings and workshops to improve skills set.

# Education

Bachelor of Science, Expected Jul 2022, Brigham Young University-Idaho

*(Online Student)* Rexburg, ID

Computer Information Technology

* Completed coursework in networking, programming and various software and hardware implementation and management techniques

High School Diploma, Jun 2012, Elise P. Buckingham Charter Magnet High School

Vacaville, CA