**RAKHEE DHAKA**

Fremont, CA | 510-598-7742 |raks.dav@gmail.com |linkedin.com/in/rakhee-dhaka-b456a067/

A recent graduate of an intensive IT program focused on developing skills in technical support resulting in obtaining the Google IT Support Professional certificate. 2+ years of experience in customer-facing roles have led to developed skills in communication, customer service, and client management.

**RELEVANT SKILLS**

Python • Spyder IDE • Microsoft Office 365 • Technical Support & Troubleshooting • Ticketing System • User Training & Support • Operating Systems Installation • Software Installation & Configuration • Communication • Team Player • Leadership

**EDUCATION**

**Merit America 09/2021**

**Google IT Support Professional Certificate**

* Skill development includes **troubleshooting**, **customer service**, **networking**, **operating systems**, **systems administration**, and **security** — all the fundamentals of IT support that are critical for success in the workplace; aligns with the objectives covered by the newly updated CompTIA A+ certification

**Additional Skill Development**

* Completed hands-on coursework covering **Microsoft 365**, **Excel**, **Windows 10**, **ServiceNow** ticketing system, **fundamental cloud concepts**, and PC maintenanceandperformance

**San Jose City College •** *San Jose, CA* **05/2021**

TechNest - Data Science Certificate Program

Associated Coursework: Python, Data Science

**Las Positas College •** *Livermore, CA* **05/2021**

CNT IT Support Professional

Associated Coursework: CompTIA

**ED2GO •** *Online Coursework* **08/2020**Administrative Assistant Fundamentals

**BankWorks •** *Freemont, CA* **11/2019**

Fremont Adult and Continuing Education

Associated Coursework: Banking Products and Services

**PROFESSIONAL EXPERIENCE**

**Vote Center Representative •** *San Mateo County, San Mateo, CA* **10/2020- 11/2020**

* Verified voter eligibility utilizing a database to produce accurate voter ballots including maintaining accurate files and records
* Provided excellent customer service to voters in their duration of casting a ballot including answering questions, concerns, and information about the upcoming election
* Guided voters on the use of electronic ballot marking devices including providing language assistance and instructions for accurate completion of the ballot
* Operated and troubleshot voting equipment as needed, resulting in escalating the situation to appropriate vendors or personnel as needed
* Maintained security, accuracy, and confidentiality of election materials, supplies, and ballots to ensure the validity of election materials

**Senior MSR •** *PatelCo Credit Union, Castro Valley, CA* **12/2019 - 04/2020**

* Opened accounts for new and existing customers, as well as providing guidance and services offered for those accounts
* Utilized problem-solving skills and informed judgment to resolve customer questions, issues, and concerns, resulting in high levels of customer satisfaction
* Advocated customer adoption of new technology, campaigns, promotions, and digital products, resulting in ease of customer transactions
* Understand and comply with all applicable federal and state laws and banking regulations (including those related to OFAC and Bank Secrecy Act / Anti-Money Laundering compliance) and Patelco Credit Union’s policies and procedures