# Objective

# I’m looking to grow my career in IT and to gain skills and knowledge in the process. I am also looking to bring my problem-solving skill set along with my upbeat and team playing personality to the right environment.

# Experience

Noesis Group, Inc.

Service Desk Technician March 2020 - Present

I perform Service Desk Technician/Customer Service Representative tasks such as creating appropriate tickets for calls, performing triage, and if necessary, escalating tickets to the appropriate support team. I am able to troubleshoot a myriad of things such as Microsoft Office, Windows in general, printer issues, and network connectivity. My team and I were involved in setting up a new service desk of which we run and operate.

Cottage Furnishings

## IT Support / Sales October 2016 – February 2020

I performed various IT tasks such as maintenance of the back end of our POS system Shopkeep as well as the back end of our website platform Magento. I also maintain inventory using Shopkeep. I managed the transition from a regular cash register to a POS system using Shop Keep. I greeted and helped customers with the purchasing process from start to

finish.

Lighting Technology

## Warehouse Manager June 2014 – December 2015

I managed Lightning Technologies warehouse. I performed data entry and inventory updates as well as packed

shipments and sent out to customers. I created and filed quotes for IT services and used a CRM cloud-based program called ConnectWise to watch over inventory levels and look up order history.

Nordstrom

## Retail Sales May 2013 – October 2013

I provided excellent customer service in Women's and Kid's shoe department. I kept sales floor neat and orderly while

laying out new products and building merchandise displays. I remained up-to-date on popular fashions to gain trust of customers and close sales.

# Education

## California State University of Fullerton January 2013

Bachelor of Arts, English

# Skills

Sales Process Improvement - Marketing - Interpersonal Communication - Negotiation - Proficient with Mac and PC computers –

Writing Skills – Leadership – Troubleshooting (computers, network, printers, and Microsoft Office) – Customer Service (both in person and over the phone) -