**CHELSEA KERBER**

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# **SUMMARY**

Recent graduate with a degree in Information Technology and Cybersecurity seeking a position to gain hand-on experience in customer desktop support and network troubleshooting. Bringing forth knowledge in installing, testing, troubleshooting, and maintenance of hardware and software systems. Eager to learn new technologies and processes to apply towards the operational success of the organization.

# **EDUCATION**

## Central Washington University – Ellensburg, WA Jun 2016 – Aug 2020

B.S. - Information Technology and Administrative Management

Specialization in Cybersecurity

Minor in Innovations through IT

# **TECHNICAL SKILLS & ABILITIES**

* Windows 10, macOS, iOS, Android
* Proficient with Microsoft Office 365
* Familiar with helpdesk systems
* Knowledgeable in hardware, software and networking
* Software installation, configuration and troubleshooting
* Strong verbal and written communication
* Customer service
* Leadership
* Problem solver

# **WORK EXPERIENCE**

# **Barista**

# **Homestead Brew- Sumner, WA Jun 2019 - Current**

* Trained new employees in barista operations such as drink making techniques and preparations.
* Provided excellent customer service to all guest through the drive thru and walk up.
* Managed inventory and contacted suppliers to order products.

# **Barista**

# **Koletty’s Coffee & 1201 Bagels - Ellensburg, WA Feb 2018 - Jun 2019**

* Managed Koletty’s West location and trained new employees in food and beverage services.
* Promoted services and goods through social media platforms and word of mouth (WOM).
* Managed inventory and process transactions with POS system, square up and Uber eats.