M.A.Roychowdhury

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Professional Summary

Knowledge of Microsoft Office, Windows 7&10, SQL Server, and hardware issues is what I have, like all of those who are adept at computers.. Software applications involving word processing are simple for me, and I’m familiar with spreadsheets as well as database management. As an employee, I’m dependable, and I can be trusted to produce clean pieces of copy on time. I’m also familiar with the Adobe Creative Suite as well as a minute number of programming languages.

Core Qualifications

• Administrative skills. 60+WPM.

• Skilled at using most computer programs, navigating Windows, Mac operating systems, and troubleshooting technical problems.

• Proficient ability in accounting, payroll, and executive decisions.

Experience

Self-Employed Copy Writer, Las Vegas, NV (7/10-7/2020)

• Completed grammatically correct pieces of copy writing on a weekly basis.

• Communicated with clients via Skype, online chat, email, and phone.

• Delivered orders, completed on time.

• Finished revisions upon request.

Technical Support Representative, Creative Staffing Consultants, Kansas City, MO (10/06-7/10)

• Assisted customers with technical issues via phone and online chat.

• Trained new employees on how to use software.

• Informed customers about progress with technical problems.

• Researched issues on databases.

Technical Support Representative, Top Resources, Kansas City, KS (10/05-7/06)

• Used courtesy, strong interpersonal skills, and CRM software to assist with customer satisfaction.

• Researched issues to resolve various technical problems.

• Utilized remote assistance software to help customers experiencing technical issues.

• Processed inbound phone calls at a 20% faster rate than average.

• Navigated 4-6 Java based applets to resolve issues on a daily basis.

Research Assistant, University of Missouri – Kansas City, Kansas City, MO (10/03-01/05)

• Installed software for a neurobiology lab affiliated with the University of Missouri – Kansas City.

• Resolved technical problems with regards to computer hardware, software, and peripherals.

• Edited graphs, charts, data tables, and video microscopy visual images using Adobe Photoshop.

Shift Leader, Nichols Diner, Kansas City, MO (9/01-9/03)

• Swept floors, washed dishes, and emptied trash.

• Operated a cash register, phone, and shake machine.

• Engaged in prep cooking using knives & basic cooking equipment.

• Trained 5-7 new employees, covered shifts for employees calling in absent.

Delivery Driver, Jimmy John’s, Lawrence, KS (8/99-8/01)

• Delivered orders to Lawrence, KS residents within the delivery area.

• Used a cash register and phone to deliver customer service.

• Swept & mopped floors, emptied trash, and cleaned dishes.

• Operated a meat slicer and used basic kitchen equipment to assist with prep cooking.

Education

Bachelor of Science in Business Administration, Rockhurst University, Kansas City, MO

Associate of Arts in Liberal Arts, Johnson County Community College, Overland Park, KS