Gwen Chapman

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|  | Objective  **WORK OBJECTIVE**  Experienced information technology professional in search of position that allows me to apply my years of technical knowledge, problem solving and customer focused service. A skilled help desk professional with over 2 years experience providing user technical support and solutions in high demand work environment. Expertise includes a proven track record of efficiently diagnosing and resolving complex technical issues within agreed upon SLA, remaining committed to customer service and communicating clearly and with kindness as a shepherd for our end users ensuring communication matches both their technical level and urgency. Previous experience with banking and finance industry leaders provides me with a customer focused attitude while ensuring an utmost professionalism with every interaction. With a thirst for challenge and continuous learning, I bring a unique and valued set of experiences and skills to any organization. My natural aptitude for technology and technically-oriented professions positions me well for a role in an organization where I can provide value while I continue to acquire new skills and experiences. Currently I am actively pursuing my CompTIA A+/Network +.  **Experience** |
| **INTEGRATED SUPPLY NETWORK**  Lakeland, FL  2018 - 2020  **COLUMBIA BANK**  Tacoma, WA  2015 – 2018 | **HELPDESK SUPPORT SPECIALIST**  Provided first line computer help desk support via telephone, email and in person communication with end-users. Performed diagnostics and troubleshooting of system issues; including issues with laptops, desktops, thin-clients, networked printers and telephony systems. Responsible for end to end tracking of all help desk ticket resolutions. Maintained equipment, procurement and inventory lists for hardware and software including working with vendors regarding sales, product keys and deployment. Other responsibilities included maintaining and deploying our VoIP service for 75+ users as a RingCentral Admin. Responsible for diagnosing technical issues in our WMS/warehouse tracking system including work in our SQL database. Would occasionally be responsible for basic website management/server reboots and working with our development team to solve client issues.    **QUALITY CONTROL SPECIALIST**  Quality Control Specialists are responsible for various quality control and audit review functions related to loans. Primary responsibilities include review of all commercial and consumer loan documents prior to delivery for accuracy and completeness, audit of new loans for compliance with bank policy and regulations, and initiating corrective action as needed. Audit of various complex products and collateral include real estate, UCC, stock, mutual fund, SBA, agricultural, titled vehicles and attorney prepared documents including review of title reporting, environmental and appraisal documents. Other responsibilities include ensuring operating policies and procedures meet established objectives for accuracy, service quality, compliance, and efficiency. Offer advice, corrections and professional assessment of loan documents for lender and documentation team alike. |
| **UMPQUA BANK**  Tacoma, WA  2013 – 2015 | **ASSISTANT MANAGER (Universal Associate III)**  As a Universal Associates in a commercial banking store, I specialized in a wide variety of tasks from general bank operations to sales and client development. I frequently coordinated motivational moments and helped reinforce Umpqua’s unique culture through mentoring other associates and assisting with the hiring processes. |
| **SUNTRUST BANK**  Orlando, FL  2012 – 2013 | **PERSONAL BANKER II**  Responsible for oversight of all banking activities at SunTrust branch office located on high transaction health system campus. Provided bank customers with personalized assistance in establishing checking, savings, investment, small business and other accounts including small business lending and consumer loans. |
| **BANK OF AMERICA**  Tampa, FL  2010 - 2012 | **SMALL BUSINESS RELATIONSHIP SPECIALIST**  Served high profile business clients in innovative, full service outreach financial solutions offering. Primary responsibilities included managing and enhancing new and existing client portfolios to enhance service delivery, client satisfaction and retention. |
|  | EDUCATION |
| **UNIVERSITY OF SOUTH FL**  Tampa, FL  2008 | **BACHELOR OF ART**  International Political Science Major Asian Studies/Japanese Language Minor including study abroad in Japan. |
| **PROGRAM & SYSTEM FLUENCY** | SKILLS  **HANDS ON EXPERIENCE AND TECHNICAL KNOWLEDGE**  Office 365, Active Directory, Dameware, TeamViewer, RingCentral, Wireshark, Cisco Telephony, Masterpack, SQL Server/SSMS, Hybris, Procurement, Foxit, VPN, Azure, VMware, Zendesk, Samanage, Masterpack, WMS, Proship. Cat 5 Installation/Toning/Probing, Networked Printers/hubs/switches, WMS, Experience with configuring/bios for Microsoft XP, Vista, 7, 8, and 10, MS Sever 2012, Hardware Installation/mass deployments. Fluent with various Fiserv and loan approval and account management systems including LaserPro, Custom Lender, EasyLender, Precision, RIMS, BPM. Proficient with MS Word, SharePoint, PowerPoint, Excel, Outlook, 10 Key, type 80+ words/minute.    **REFERENCES**  Mr. Keith Scherer – Director of IT Infrastructure, Integrated Supply Network, 863-272-2316 Mr. Joel Guzman – Senior System Admin, Integrated Supply Network, 253-394-2858 Ms. Ashley Fischer – Quality Control Manager, Columbia Bank, 253-305-0127 |
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