DARRANEICA ROBINSON

| 504-940-8578 | Darraneica@gmail.com

OBJECTIVE

IT graduate with proven technical, administration, communication, data entry, and management skills. I have 8+ years of experience providing quality care and accuracy to web development and computers.

EXPERIENCE

Aston Carter

Data Entry Clerk | August 2023 - Current

- Review catalog for errors and incompatibilities.
- Audit Google Docs Spreadsheet to ensure names, pictures, and taxonomy match for convenience and grocery barcodes.
- Research and write descriptions for SKUs.

1-800-FLOWERS.com

Data Entry Clerk | October 2021 – December 2021

- Reviewed data for errors and corrected incompatibilities.
- Updated customer data using Microsoft Excel spreadsheets.
- Inputting text-based and numerical information from source documents within a timeframe.
- Navigated multiple systems and managed multiple projects simultaneously.

Aerotek

Data Entry Clerk | August 2020 – October 2021

- Enrolled employees in health insurance benefits.
- Updated personal information in health insurance portals.
- Entered sensitive documents through the Salesforce system and carrier portals.
- Answered technical and payroll questions through the Salesforce email system.

- Helped with tickets and case audits, ensuring accuracy.

TTEC

Technical Support Agent | August 2017 – July 2020

- Answered inbound and outbound calls promptly.
- Responded to incoming chats and emails through the system.
- Resolved customer issues.
- Helped respond to Jira tickets.
- Troubleshot computer and network connectivity issues.
- Multitasked using several screens and pages simultaneously.

EDUCATION

Strayer University – Washington, D.C.

Bachelor's Degree | Information Technology | January 2019 – December 2022

- Maintained a 4.00 grade point average through college.
- Graduated with Summa Cum Laude and Honors.
- Completed multiple programming language classes. (EX. **Data Analytics**, **Java Programming, etc....)**

AWARDS AND ACKNOWLEDGEMENTS

- Recently joined **Alpha Sigma Lambda** as a member.
- Maintained **President's List** throughout college.

SKILLS

- Software Proficiency
- Project Management
- Web Development
- Computer Programming Languages
- Troubleshooting
- Data Analysis

- Communication
- Problem-Solving
- Critical Thinking
- Time Management