

**Erin Skidds**

1. 994-3588

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4016 W River Pl, APT 104, Tampa, FL 33603

Seeking an Information Technology job in a dynamic environment where my passion for customer service and selling strengths make me a key member of the IT team. Driven to meet and exceed performance expectations as well as fix any and all issues that come my way.

**EDUCATION**

**FSCJ,** The Florida State College at Jacksonville, Jacksonville, FLBachelor of IT Management, Department of Information Technology 09/2013-05/2017

**SKILLS**

HTML, CSS, JavaScript, PHP, Node.js, SQL, Git, MySQL, Command Line, WordPress, IP.Board, Xenforo, Discord, Linux, Windows, MacOS, iOS, and Android.

**EXPERIENCE**

**KeyBank National Association** Tampa, FL 10/2020-Present

*Commercial Client Representative*

* Received calls from Commercial Clients like Aspen Dental and assisted them with KeyNavigator, KeyCapture, and other Key Related services as well as their checking, savings, and credit card accounts.

**Inside Response, LLC** Jacksonville, FL 07/2020-10/2020

*Customer Service Associate*

* Received calls from people over the age of 75 regarding their life insurance, Medicare, and Medicaid and referred them to licensed agents that sold them these services.

**Availity, LLC** Jacksonville, FL 09/2018-05/2019  
*Client Services Representative*

* Received calls from medical offices and assisted them with using our client portal.

**Best Buy** Jacksonville, FL 07/2015-09/2018  
*Sales Associate & Customer Service Representative*

* Started on the sales floor selling phones, tablets, laptops, and accessories.
* Excelled at exceeding sales goals every month.
* Ended in Customer Service, where I sold Total Tech Support over the phone as well as answered customer’s questions.

**PROJECTS**

**CodingHelp.site** <https://codinghelp.site>

*Website, Subreddit with over 10,000 members, Discord Server with over 1500 members*

I am the owner and founder of CodingHelp, a community dedicated to helping new people learn how to code.