

OBJECTIVE

Highly motivated individual seeking IT position where I can utilize my degree and hands on experience to help others with their everyday technical needs.

SKILLSET:

- User Training/Support, Software Installation, Preventative Maintenance, Phone & Online Support, Technical Troubleshooting, Customer Service, Hardware Configuration
- Software: Microsoft Office (Word, Excel, PowerPoint, Publisher, Access, SharePoint, Outlook,) Kronos, Dynamics AX
- Hardware: PCs, Laptops, Tablets, Printers, Phone Systems, Modems, Routers
- Technologies:HTML/CSS, JavaScript/jQuery, Responsive Design, Bootstrap, Handlebars, Local Storage, Session Storage, IndexedDB, React.js

Career Experience:

Partnership for Children of Lincoln and Gaston Counties 3/2014-Present
Dallas NC, 28034

Information/Technical Specialist

- Provide technical support to all staff
- Lead technical trainings
- Assist in the research of technical hardware/software and resource materials
- First point of contact for internal technical needs, escalate issues as needed to IT company
- Assist in establishing data management systems and reporting needs
- Maintain office equipment including individual computers, printers, servers and operating software systems
- Maintain company website and social media page
- Provide monthly and/or quarterly reports

Southeastern Container Inc. 6/2011-1/2014

Kings Mountain NC, 28086

Administrative Clerk

- Administrative support, database management switchboard operator
- Create, design and implement presentations, spreadsheets, calendars, cards, brochures, flyers
- Coordinate travel arrangements
- Organize Health Fair and annual Christmas party

McDonald's 02/07-04/11
Forest City, NC 28043
Shift Manager

- Focus on quality customer service
- Money handling: safe count, balance cash drawers and deposit drops
- Employee scheduling for 50+ employees
- Inventory count

Education:

Isothermal Community College - May 2011
Honors Associate's Degree
Computer Information Technology

UNC Charlotte- Coding Bootcamp
Completion-July 2021

References:

Tarsha Jefferson
Executive Assistant
Partnership for Children
704-244-1540

Byron Bradley
Scheduling Coordinator
Southeastern Container
704-284-4320

Katrina Goodman
Assistant Manager
McDonald's
704-974-6489