Joey Robinson

Trainer
IT Help Desk
Front-End Developer

joeyrobinsondev@gmail.com

@joeyrobinsondev

in/Joey-Robinson

github.com/Joey-Robinson

React
HTML
CSS
GitHub
MacOS
Windows 10
Office 365 Suite
ServiceNow
Problem Solving
Leadership
Adaptability
Collaboration
Communication
Time Management
Strong Work Ethic
Working Under Pressure
Critical Thinking

Resume Objective

IT Help Desk Trainer with a background in Front-End Development looking to leverage my knowledge, skills and experience into a fulfilling career that will allow personal and professional growth.

Experience

Interapt

08-2020 / Current
Help Desk Trainer

As one of the Help Desk Trainers, I was responsible for creating and teaching materials for our Client. These materials were used to develop the skills of the inbound CSA's and were meant to train them in a quick but efficient manner. I also helped create internal documents for team members to better their overall performance and the quaility of their calls.

Interapt

04-2020 / 08-2020
Client Support Analyst

As a CSA, I was resonsible for both inbound and outbound calls. I would, on a daily basis, take inbound calls and assist our Client's Users in troubleshooting their technical issues in a timely and professional manner to ensure that they were able to continue their important work.

Cracker Barrel

02-2020 / 01-2021
Retail Associate

At Cracker Barrel, I was responsible for both greeting and sending-off our Guests in the most professional and courteous manner possible. Additionally, any non-managerial issues were handled by me directly. I was also responsible for stocking new & exsisting materials, as well as training new Associates.