

MALESHA JONES

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INFORMATION TECHNOLOGY DEVELOPMENT PROGRAM - CANDIDATE

SUMMARY

A **results-driven, collaborative IT professional** with unmatched **troubleshooting**, client support, and **technical project management** skills. Offers over 10 years of **hands-on** experience supervising sales, customer support staff, and **cross-functional** teams. Drove **revenue growth** and client satisfaction by diagnosing problems and offering **innovative**, swift resolutions. Career interests include technical analysis, coding, and network support. Currently seeking to leverage valuable blend of skills to develop innovative technologies within today's fast-evolving IT programs.

"There are no problems, just solutions."

"Malesha's daily notifications, promptness in responding to requests, and genuine concern enable her techs to be successful in the field. She is a great asset to the company"

-Joaquin M., Field Tech., Spectrum-Charter Communications

CORE COMPETENCIES

- Technical Support
- System Analysis & Design
- Database Management
- Business Intelligence (BI)
- Network Security & Cloud Computing
- Project Management
- Technology Roadmaps
- IT Strategy & Solutions
- IT Compliance

Technology: Intro MySQL, Microsoft Project, Microsoft Visio, HTML, PHP, Microsoft Windows (Vista, 7, 8, 10), MacOS, Microsoft Office 365 Suite.

EXPERIENCE

Spectrum-Charter Communications — Morrisville, NC — 2015 to Present

Spectrum-Charter Communications is an American telecommunications and mass media company.

Regional Support Center Representative

Oversee real-time work order completion by appropriately allocating responsibility to support technicians and being directly accessible for remote equipment management and account support. Resolve troubleshooting issues for clients and coworkers, in order to increase customer satisfaction and loyalty. Ensure field operator efficiency by effectively delegating assignments, diagnosing problems, and offering virtual support.

- Schedule field techs for service appointments and ensure 90% on-time arrivals by successfully coordinating the logistics of all appointments to achieve minimal missed or late arrivals; re-schedule techs based on current availability to achieve corporate goals and objectives.
- Promote a collaborative work environment when training new hires and aiding staff on challenging multi-person projects.
- Accurately forecast and report area outages to ensure their timely resolution.
- Awarded ten times in recognition of extraordinary achievements.

Best Buy — Chapel Hill, NC — 2010 to 2015

Best Buy is a leading provider of consumer technology products and services.

Lead Consultant

Supervised and trained staff, including the sales team on new products, best practices, and corporate expectations. Simultaneously resolved customer escalations by remaining current on technology innovations. Managed planograms, inventory and security for onsite stock.

- As a core leader within the Mobile Department, oversaw 3-5 direct reports in preparation for assistant manager promotion.
- Maintained strong product knowledge and implemented a wide range of technical solutions for handheld devices, tablets, and mobile broadband services.

CERTIFICATIONS

NCTI

**Operations Center
Technical Support**

Emerging Leader

**High-Speed Data
Customer Service**

EDUCATION

Strayer University

**B.S. in Information
Sciences in
Information Systems
Concentration in IT
Project Management**

Honors: GPA 3.69 out of 4.00 | Eight-time recipient of the Dean's List Award, Honors Program and Scholar's List.