

PROFESSIONAL SUMMARY

Currently pursuing a degree in Web Development and Design with hands-on experience through coursework, personal projects, and internships. Eager to contribute creativity, technical expertise, and a growth mindset to a dynamic development team.

EMPLOYMENT HISTORY

NOV 2024 – PRESENT

Computer Support Specialist, University of Arkansas at Little Rock, Little Rock, Arkansas

- Manage technical support operations, resolve complex hardware and software issues, and maintain system documentation for university staff and students
- Implement proactive IT solutions, provide real-time troubleshooting assistance, and enhance user experience through responsive technical guidance
- Monitor system performance, conduct regular maintenance checks, and develop comprehensive documentation for technical procedures
- Design and execute IT training programs, modernize support protocols, and implement efficient ticket management systems
- Streamline IT service delivery through automated ticketing system, reducing response time and enhancing user satisfaction across campus operations

JAN, 2010 – FEB, 2012

Customer Service Tech II, National Electronics Warranty – DirecTV Branch, Jacksonville, North Carolina

- Performed innovative troubleshooting techniques for complex technical issues, streamlining resolution processes and improving first-call resolution rates.
- Managed and resolved escalated customer service issues and complaints in a timely and satisfactory manner, ensuring customer satisfaction and retention.
- Provided technical support to customers to ensure effective and efficient troubleshooting and resolution of their issues with DirecTV services.
- Provided technical assistance and troubleshooting support to customers on installation, usage, and maintenance of electronic devices and equipment.
- Analyzed customer service data and trends to identify areas for improvement and recommend strategies to enhance customer satisfaction and retention.
- Provided comprehensive technical support, guiding customers through installation and maintenance of electronic devices, enhancing user experience.
- Collaborated with cross-functional teams to implement customer feedback, driving continuous improvement in service quality and operational efficiency.

EDUCATION

AUG, 2022 – MAY 2024

Associates, University of Arkansas – Pulaski Technical College, North Little Rock, Arkansas

2 years of college experience in various fields

AUG 2024 – PRESENT

Bachelor's Degree in Web Design and Development, Minor in Information Technology, University of Arkansas At Little Rock, Little Rock, Arkansas

Graduation date May 2027

Relevant Coursework:

Intro to Object Oriented Technology

Intro to Web Technologies

Mobile Web Development

SKILLS

HTML

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CSS

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JavaScript

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Responsive Design

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Problem Solving

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Attention to Detail

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Analytical Thinking

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Communication Skills

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Time Management

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Troubleshooting

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Technical Support

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