

MAYRA YUCRA

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Summary

Seeking a part time position to utilize my skills and abilities and achieve professional growth while continuing my education at KU for Computer Information Systems/IT. Very resourceful, innovative and flexible to a positive work environment while learning and applying work expectations.

Skills

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| <ul style="list-style-type: none">• Customer support needs• Service/Desktop support• Software upgrades• Application installations• Technical Troubleshooting• Time management• Office 365 including Access database queries, forms and reports | <ul style="list-style-type: none">• Proficient in O365• Email accounts setup and expirations• Google Drive• AS/400• Administrative duties• HTML, Java, Python• Mac/Apple Devices |
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Experience

Help Desk Technician | Goya Foods - Jersey City, NJ | 01/2020 - Current

- Responding to tickets daily to provide end-user support on systems and software.
- Answered and directed incoming calls using multi-line telephone system.
- Maintained inventory in supply closet to prevent shortages.
- Retrieved, sorted, copied, and filed all documents and paperwork.
- Developed administrative processes to achieve organizational objectives and improve office efficiency.

Imaging Clerk | Goya Foods - Jersey City, NJ | 09/2013 - 12/2019

- Filed accurate daily paperwork and maintained organization.
- Scanned and cleaned up documents using Metaviewer.
- Answered and directed incoming calls using multi-line telephone system.

Attendant | Walter E. Ulrich Memorial Pool - Clark, NJ | 06/2010 - 09/2013

- Welcomed guests, provided answers to questions, and anticipated guests' service needs.

Education and Training

Union County College | Cranford, NJ | 05/2019

Associate of Science: Computer Information Systems And Technology

Kean University | Union, NJ

Bachelor of Science: Computer Information Systems And Technology