

Skills & Proficiencies

Problem Resolution • Interpersonal Communication • Microsoft Word, Excel, PowerPoint, Outlook, Publisher
Adobe Illustrator & Creative Cloud • Lightspeed POS Software • Lightspeed Loyalty Software • Web Design
Troubleshooting • Business Phone Systems • Program Installation • Computer Hardware Replacement
MacOS • Windows 10 and earlier • Modem & Router Management • Network Switch Management

Work Experience

Marketing Manager & IT Specialist	<i>Atlas Pet Supply</i>	11/1/2017 - Current
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- Implemented a new business phone system, performed onsite troubleshooting of hardware and networks whenever issues arose and applied fixes where necessary.
- Updated to a new point of sale system, ported over all product and customer account data from the previous system, and remained on call for any questions that arose from staff members to provide additional training.
- Applied a failover router solution to ensure consistent internet access and rerouted payment processing terminals through the failover system.
- Acted as the point of contact for any technological issues including printer malfunction, web browser settings, network failure, phone system issues, program functionality, and frequently coached staff through fixes or used remote login software to apply fixes manually.

CNC Machine Operator	<i>Accent Precision Wood Products</i>	10/1/2016 – 11/1/2017
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- Calibrated the CNC machine at the start of each job to ensure accuracy of cut, replaced tools, and performed machine maintenance where necessary.
- Executed a variety of cutting programs using the CNC software and Windows XP server to navigate to new program files.
- Trained new staff to successfully operate the machine, perform regular maintenance tasks and fielded questions that arose from unique situations.

Solutions Specialist	<i>Verizon Wireless</i>	07/1/2014 – 05/1/2015
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- Built customer relationships while performing in-person device troubleshooting to identify issues and apply fixes or educate the consumer on proper use.
- Recommended tailored hardware and services intended to resolve issues consumers were experiencing with current systems.
- Collaborated with higher level support staff to help resolve customer issues that were beyond my permissions or abilities.

Education

North Dakota State University	English/Communication	08/1/2010 – 05/1/2015
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| <ul style="list-style-type: none">• Dean's List Award Recipient• Librarian: Theta Chi Fraternity• Volunteer Coordinator: Volunteer Network | <ul style="list-style-type: none">• Treasurer: NDSU Ballroom Dance Club• House Manager: Theta Chi Fraternity |
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