

# Elizabeth Jones

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## PROFESSIONAL SKILLS

- Efficiently communicated specialized knowledge to various customers to effectively solve technical issues
- Regularly supervised and coached student workers through feedback given in biweekly meetings
- Documented any necessary revisions on various information services knowledge base articles on a weekly basis
- Created tickets for time tracking and progress notes on all work-related tasks in ServiceNow

## PROFESSIONAL EXPERIENCE

**IT Computer Labs Specialist I**, Liberty University, Lynchburg, Virginia July 2023-Present

- Track time and progress on work responsibilities using ServiceNow
- Offer computer lab patrons a variety of technical help using intuitive reasoning and problem solving
- Supervise student workers, hold biweekly coaching meetings, and give feedback during evaluations
- Complete weekly checks and revisions on department knowledge base articles
- Perform Inventory checks and calculate the number of supplies needed when placing orders
- Manage records of past and present inventory orders using excel and perform last minute changes when requested

**IT Computer Labs Apprentice**, Liberty University, Lynchburg, Virginia November 2022-July 2023

- Aided customers in a wide array of technological problems
- Learned to use ServiceNow for opening, and commenting on tickets, as well as time tracking
- Gathered and organized student worker data for customer interactions into excel sheets
- Catalogued forms filled out by customers for print refunds

**Patient Representative**, Centra Health, Lynchburg, VA October 2021-November 2022

- Corresponded with various departments in and outside of the hospital to ensure certain tasks were done correctly and necessary information was obtained
- Handled time sensitive issues with paperwork, documentation and insurance involving patients and other departments
- Provided reassurance to patients from all walks of life with issues they may have been experiencing
- Opened tickets on office electronic systems as needed by calling the Helpdesk

**Stable Hand/Trail Lead**, Double H Stable, United States June 2017-July 2021

- Reported directly to the barn's owner who was mainly off-site
- Ordered bags of feed and scheduled pickup/dropoff
- Delegated tasks to coworkers per the barn owner's instruction
- Provided all around care for horses and the property, i.e., feeding, wound care, cleaning and organizing
- Functioned as a trail guide/leader and gave clear instructions to patrons

## EDUCATION

**Associate of Arts**, Liberty University, Lynchburg, VA 2019- 2024

- Completed 36 credits towards an A.A. in Interdisciplinary Studies

## CERTIFICATIONS

**CompTIA**, Candidate ID: COMP001022157841

- IT Fundamentals (ITF+)

**Microsoft Office Specialist**

- Excel, Outlook, PowerPoint, and Word

**FreeCodeCamp**

- Responsive Web Design