

Summer J. Kerekes

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UNIFIED COMMUNICATIONS SPECIALIST

Proven Support Specialist with experience in managing large implementations of Unified Communications platforms. Core skills include:

Customer focused	Incident Management	Skype for Business Administration
Fast and eager learner	PowerShell	Solid Analytical Abilities
High Technical Aptitude	Project Management	Strong Troubleshooting Skills

PROFESSIONAL EXPERIENCE

Concentrix (Convergys) – Cincinnati, OHApril 2009 – February 2019

Associate Programmer / Collaboration Specialist June 2017 – February 2019

Supported unified communications platform, Skype for Business (hybrid) for publicly traded, multinational organization of 225,000 located in 40+ countries with 19,000+ Skype for Business users. Provided end user information training, mentoring and knowledge transfer for audio-video solutions.

- O365 Administration of Skype for Business, MFA and Exchange
- Created scalable and sustainable ways to ensure meeting success by proposing and facilitating training of executives' administrators and department contacts
- Stimulated cost savings by advocating wide use of Unified Communications over telephony
- Experienced with: Zoom, Blue Jeans, Cisco WebEx, Cisco Telepresence

Executive AdministratorApril 2009 – June 2017

Supported CIO and senior leadership for a publicly traded, multinational organization of 130,000 located in 33 countries with administrative duties, spanning Business Development, office of the Chief of Staff, Collections Licensing, Facilities Management, Global Brand and Communications, Global Technology Solutions, Market Strategy, and Mergers & Acquisitions.

- Managed high volume calendars, scheduling appointments and coordinating meetings
- Excelled at making detailed travel arrangements (domestic and international)
- Skilled at processing passport and visa applications
- Reconciled expenses in PeopleSoft Financials for executives and teams
- Handled proxy email correspondence on behalf of assigned executives
- Screened and routed calls on behalf of executives
- Aide in administrative functions of the C-suite and beyond
- Prepared complex reports, spreadsheets, and documents
- Managed special projects and delegated tasks
- Accomplished with Microsoft Word, Excel, Outlook, PowerPoint, Skype for Business and SharePoint
- Arranged / supported video conference meetings, ranging in size from a few to several hundred participants
- Setup and registered mobile devices on the company MDM platform, coordinating a class to introduce the process and train the administrative team how to enroll a device on all three supported platforms (Android, iOS, Windows)

Wachovia – Blue Ash, OH July 2006 – October 2007

Mortgage Consultant

- Collected sensitive information to assess a borrower's credit and financial history
- Worked with potential borrowers to get the best loan for their financial situation
- Provided high level of customer service, ensuring borrowers fully understood the process

Philip Morris USA – Milford, OH August 2003 – April 2006

Section Management Assistant

- Processed national account invoicing and payment reconciliations
- Designed and wrote payment reconciliation guide that was adopted nationally
- Supported calendar management, large meeting coordination, and conducted financial audits
- Maintained records compliance (Sarbanes-Oxley)

Kelly Services – Indianapolis, IN February 2000 – March 2003

Assigned various administrative and management support positions within Philip Morris USA, Eli Lilly & Co, and Sprint PCS.

- Office management
- HR Recruiting
- Customer Service Management
- Marketing & Sales Support

EDUCATION

- Associates Degree, General Studies, Indiana University, 2000, Indianapolis, IN
- Core Solutions of Microsoft Skype for Business 2015, New Horizons Computer Learning Centers, October 2017, Blue Ash, OH
- Automating Administration with Windows PowerShell, New Horizons Computer Learning Centers, June 2018, Blue Ash, OH

CERTIFICATIONS

- CPR/AED Certified
- Certified Microsoft Office Specialist

MILITARY EXPERIENCE/EDUCATION

United States Army August 1993 – May 1996

United States Army Reserve June 1996 – May 1999

Installed, operated, maintained, and troubleshoot communication equipment systems

- Combat Lifesaver Course
- Served in Operation Restore Hope, Haiti 1994 and Korea 1995 – 1996
- Security Clearance: Secret (1993 – 2003)

LEADERSHIP & COMMUNITY EXPERIENCE

- 8+ gallon plasma / platelet donor
- Mallards of Mason Condominium Board of Directors, 2007 – 2019
- CityLink Center, facilitated and taught computer literacy and basic skills
- Fresh Start of Indianapolis, trained Domestic Violence survivors in basic computing concepts, MS Office, internet and email systems