**Rahel** Levy

**SERVICE MANAGEMENT ASSOCIATE**

[levyrahel@gmail.com](mailto:levyrahel@gmail.com) +1­770­596­8132  Alpharetta, Georgia, US  [https://www.linkedin.com/in/rahel­levy­346623195/](http://www.linkedin.com/in/rahel)

# PROFESSIONAL SUMMARY

Resourceful Service management associate with both the skill and professional background, seeking to increase efficiency and apply leadership experience of over 3 years. Excellent analytical skills, with a high professional attitude and interest in Information Technology. Motivated individual, great communicator, and ability to work and perform well in a team. I can see a future for me in this industry.

# COMPÉTENCE

Leadership Teamwork/collaboration Detail Oriented

# PROFESSIONAL EXPERIENCE

## Service Management ­

## New York Life *Jan 2020 ­ Jul 2020*

## Identified root Cause of problems and provided solutions to the problems.

## Produced multiple audit reports, Provided support for management data tracking.

## Created Icons for the new portal.

## Responsible in Creating and presenting specific products to associates.

**Leadership ­ Management of teams on shift Antico Pizza** *Sep 2015 ­ Present*

* Worked as an assistance manager at Antico pizza and café for over 3 years.
* Managed and supervised multiple team schedules and shifts.
* Trained over 30 personnel on their assigned jobs, customer service and communication skills.

# EDUCATION

## Biology Associate Degrees

**Georgia State University** *Aug 2015 ­ Dec 2019*

## Java Programming

**Year Up/ Atlanta Technical College** *Aug 2019 ­ Dec 2019*

Year Up is a leading one year career development program; the program includes college level courses, professional training, and a six-month internship.

Accrue 200+ hours of hands-on training in Software Web Development, Professional Skills, and Business Communication with specialized training in Java programmer.

# PROFESIONAL ACHIEVEMENTS

Successful project completions ­ ASM Critical Business Activities ­ Change Blackout Windows for year of 2020. Created Self Service Knowledge Articles for Self Service users