

Rowan Yearwood

IT Support Specialist with 6 years of customer service and technical skill-building

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EXPERIENCE

Best Buy, Timonium, MD — *Geek Squad Consultant*

OCTOBER 2020 - PRESENT

Provide knowledgeable technology solutions and support, while maintaining a friendly, efficient check-in and check-out experience for customers requiring product or other technical assistance.

Living Wellness Chiropractic, Columbia, MD — *Patient Services Director*

JUNE 2019 - AUGUST 2020

Handled medical billing, found software & upgrade systems, managed scheduling/recalls, implemented new training programs, assisted doctors with patient care, and managed office flow & coordination.

Office Depot, Rosedale, MD — *Print/Sales Associate*

JULY 2018 - JUNE 2019

Utilized sales principles to proactively engage customers to drive the sale of total solutions offered within Print Services and properly assess customer needs to ensure satisfaction in every interaction.

EDUCATION

NPower, Baltimore, MD

AUGUST 2020 - PRESENT

Information technology workplace training program that teaches skills geared towards CompTIA A+ certification upon completion.

Udemy, Online

AUGUST 2020 - PRESENT

Courses for Full Stack Software Development, Project Management, and CompTIA A+ exam studies.

PROJECTS

Rowan's Creations — *Personal Portfolio Website*

Currently in progress.

CERTIFICATIONS

CompTIA IT Fundamentals -
October 2020

CompTIA A+ - Pending

SKILLS

Proficient in Microsoft
Office/G Suite.

Proficient in Windows/Mac
OS.

Proficient in Active Directory.

Proficient in Remote Desktop
software.

Proficient in iOS/Android.

6 years of experience in
customer service.

2 years of experience in
management & HR.

2 years of experience in sales.

1 year of experience in
medical billing and coding.

1 year of experience in front
desk/receptionist role.

1 year of experience in
executive assistant role.

