

# Trevor Michael Handley

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## **OBJECTIVE**

Looking for an entry level professional position that will allow me to use my customer service and technical troubleshooting skillset to provide quality customer support and provide an opportunity to allow me to grow within an organization.

## **CAREER SYNOPSIS**

- Very dedicated and enthusiastic customer service representative.
- Working knowledge of solving issues with customers, dealing with tracking money, and training.
- Ability to deal with stressful environments and customers.
- Constantly looking to grow skillset by pursuing vendor certificates.
- Strong organizational skills, trustworthy, and great work ethic.

## **EDUCATION, TRAINING, & CERTIFICATES**

- Cedar Creek Christian School (Graduated – May 2015)
- St Johns River State College – currently working on Associates Degree (Anticipated Graduation – May 2021)
- CompTIA IT Fundamentals (May 2017)
- Currently pursuing the Windows 10: Installing and Configuring Windows 10 (Anticipated Completion – March 2019)
- Completed Introduction to Computer Concepts at SJRSTATE and Microcomputer Application Software at SJRSTATE which included learning basic concepts of the Windows 10 Operating System and Desktop Applications like Microsoft Word, Microsoft PowerPoint, Microsoft Excel, and Microsoft Access.

## **QUALIFICATIONS**

- Desktop Operating Systems – Windows 7, Windows 8.1, Windows 10
- Internet Browsers – Internet Explorer, Google Chrome, Mozilla Firefox, Safari
- Desktop Applications – Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, and Microsoft Access

## **EXPERIENCE**

November 2016 – Present

Southern Oaks Inn (Marketing Manager)

Marketing Manager for Southern Oaks Inn generating the maximum amount of revenue possible.

- Responsible for managing all Social Media channels for the hotel and creation of social graphics and promotional flyers that are posted to all social media channels.
- Generate weekly reports that track all revenue streams and forecasts of future revenue that are sent to upper management.
- Assisting HR with keeping receipts organized using OneDrive, and programming new employees into our time clock system.

November 2016 – Present

Southern Oaks Inn (IT Tech)

IT Tech for Southern Oaks providing top level support for all issues experienced regarding technology.

- Migrated emails from old hosting server to Office 365.
- Run monthly check ups of all printers for all departments.
- Manage and troubleshoot payment terminals that connect to our Property Management System.

- Created SharePoint site that is used by all departments.

August 2014 – November 2016

Southern Oaks Inn (Front Desk Attendant)

Front Desk Attendant for Southern Oaks Inn providing high quality customer service when dealing with customers throughout their complete stay, including dealing with any issues that would arise during their stay.

- Responsible for the training of new employees on all processes and procedures.
- Creation of weekly money tracking reports that were provided to upper management using Microsoft Excel.
- Answering phone calls dealing with reservations, room problems, and other questions and concerns from the customers.
- Provided technical support to customers with issues related to the hotel provided WIFI and creation of reservations using either online travel websites or through the hotel's website.
- Responsible for the balancing of the cashier drawers to make sure they were kept at the correct amount.