**STEVEN TROY GITTENS**

(914)316-9310

[steven.t.gittens@gmail.com](mailto:steven.t.gittens@gmail.com)

**Technical Support | Remote Desk Support | Customer Success**

**SUMMARY**

Hard working professional devoted to any company I represent. Seeking an opportunity where I can apply my new specialized training skills in Information Technology with an emphasis on Desktop and Digital Technical Support.

**HIGHLIGHTS**

* 5+ years of Supervisor experience & 5+ years of Customer Service experience
* Outstanding interpersonal & client service skills
* Ability to work Independently & Collaborated with a Team
* Strong problem- solving and analytical skills & willingness to learn
* Studying computer languages: Python, C++, HTML, and CSS
* Pursing the CompTIA ITF+ Certification, Completion: July 2022

**PROFESSIONAL** **EXPERIENCE**

**Commercial Driver**, Leros Point to Point

Valhalla, NY October 2016 - Present

* Maintain a professional, courteous, and amiable demeanor in all client interactions.
* Follow strict time schedules while picking up and dropping off clients.
* Knowledgeable in reading and understanding route directions and maps in order to provide the safest and most efficient experience possible

**Shift Supervisor**, Starbucks Coffee Company

Ossining, N.Y. May 2012-April 2019

* Perform cash management procedures such as Deposits, Safe Countered and record discrepancies and process transactions through a Point Of Sale system.
* Assigned to develop and train new employees in the workflow procedures, product preparation, and sanitation.
* Establish, Develop, and Maintain Positive customer service experience

**EDUCATION**

**SUNY Westchester Community College,**

Valhalla, N.Y.2021-2024

AAS, Computer Information Systems

**Westchester Educational Opportunity Center**, Yonkers, N.Y.

Commercial Driver, Licensed Certified - 2015

**SPECIAL SKILLS**

MS Office 365, Beginner level: Spanish