

Service Level Management/ IT Analyst Intern Service Level Management/ IT Analyst Intern Service Level Management/ IT Analyst Intern Sunnyvale, CA Work Experience Service Level Management/ IT Analyst Intern Gap Inc - San Francisco, CA August 2016 to January 2017 Analyzed over 1,000 tickets a day using ServiceNow in order to effectively communicate main root causes and trends, while identifying opportunity for solving common issues regarding hardware issues on a recurring basis Ensured the team had the most current updates on service tickets by updating records and sending out daily emails to the team Prepared and updated old documentation for current and future support documentations Created and crafted effective Knowledge Base Articles in order to help reduce help desk tickets Facilitated daily check-in meetings for the team to ensure that outstanding incidents impacting the business were managed in a timely manner Crafted and emailed monthly Domain Dashboard Availability in order to track SLA (Service Level Agreement) percentages for leadership team Security Receptionist Huawei Technologies - Sunnyvale, CA April 2015 to March 2016 Redirected over 50 calls a day to various business departments in a friendly and professional manner Frequently directed and escorted visitors and employees to high secure access locations within the company in order to protect business assets Responsible for gathering building access badges from contractors and visitors to ensure security protocols Organized mail for over 40 employees while identifying those of highest priority which allowed urgent matters to be addressed immediately Multi Channel Sales Associate Best Buy - Sunnyvale, CA July 2014 to December 2015 Interacted with more than 60 customers by phone and in person in a warm and pleasant manner Clarified customers' questions and concerns keeping customers informed with new products that were in store and online Convinced and engaged customers to purchase their items through the phone using bestbuy.com which provided high store sales Maintained a high standard of customer service during a fast paced environment which brought more clientele Education Technology and Troubleshooting Essentials & Lab Foothill College Skills RECEPTIONIST (2 years), CUSTOMER SERVICE (1 year), RETAIL SALES (1 year), DATA ANALYSIS (Less than 1 year), DATA VISUALIZATION (Less than 1 year) Additional Information RELEVANT SKILLS Software: Management & Data Analysis: Soft Skills: Microsoft Word, Excel,

PowerPoint, Office 365 ServiceNow Confluence Visio Data Analysis Data Visualization
Customer SLA Customer Service Creativity and Problem-solving Team Building Customer
Orientated Highly Organized

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