

Systems Administrator Systems Administrator Lorenzo, TX I am seeking a career opportunity. My background includes professional communication over email, phone, and face-to-face with customers and clients (both residential and commercial), cash handling / register experience, experience with various computer systems, software, and billing / payment systems, and experience identifying and quickly resolving issues in the face of adversity. I am proficient in learning new skills to develop myself and show excellence in my work. In any event that I would be deemed Overqualified for an applied position, please do not dismiss my application. I am willfully pursuing an entry-level position, and I would like to be considered for any/all applicable positions which I may qualify. Authorized to work in the US for any employer Work Experience Systems Administrator Loyal IT, Inc - Round Rock, TX September 2018 to June 2019 Managed Help Desk phones and support ticketing system Assisted clients with computer, phone, network, hardware, software, and other IT-related issues Performed remote troubleshooting via phone, email, or instant-message communications with clients Built, tested, and deployed customer hardware & components Maintained meticulous notes regarding customer interactions Promoted sales and company services to satisfied customers Retail Sales Agent - Front Counter Suddenlink Communications - Lubbock, TX December 2017 to August 2018 Assist all Suddenlink / Altice USA customers face-to-face in a professional manner Key orders for any customer requests, including installs, transfers, disconnects, upgrades, downgrades, or bill changes Accept customer cash, checks, money orders, credit/debit cards, and other methods of payment for their monthly services, and close each batch and fill out deposit bag at the end of each day Accept and distribute equipment to customers while identifying the best equipment to suit each customer's needs Maintain positive customer relationships as the face of the company Voice Operations Specialist Suddenlink Communications - Lubbock, TX December 2015 to October 2017 Processed all additions, removals, or changes to residential customer home phone services as well as Quality Control on new customer services Managed Voice Order Management Ticketing Site Verified orders & data across Sigma, Neustar, and ICOMS / Navigator systems Generated, divide, and worked customer order reports (eg. Third Party Customer Care Representative - Technical Support Verification June

2015 to December 2015 Order Reject Reports, CP Reports)    Contacted CSRs and Supervisors regarding telephony order complications    June 2015 - December 2015    Customer Care Representative - Technical Support    Accepted incoming calls from customers with service issues    Empathized with and calmed customers while troubleshooting over the phone    Scheduled service calls for persistent video, internet, and phone issues    Answered customer questions and concerns related to services, bills, etc.    Generated sales for additional products after resolving customer troubles Mathematics Tutor Texas Tech University - Lubbock, TX January 2015 to May 2015    Guided students who were struggling in mathematics courses    Taught and explained mathematical methods in a variety of ways    Ensured students properly understand difficult concepts & material    Maintained a calm and patient demeanor to stimulate and encourage others to succeed Research Camp Counselor Texas Tech University - Lubbock, TX July 2013 to August 2013    Directed students engaging in undergraduate research    Organized activities to heighten student interest in research    Guided students throughout the TTU Campus    Counseled students seeking information about college and research Sales Associate Dollar General Stores - San Angelo, TX May 2013 to June 2013    Conducted sales transactions at cash register    Restocked and recovered store shelves with merchandise    Hauled large freight loads from incoming trucks    Assisted customers with questions, problems, or concerns Busboy Joe's Italian Restaurant - San Angelo, TX February 2011 to July 2011    Addressed customer orders and concerns    Maintained cleanliness and organization within the premises    Prepared restaurant utilities for co-workers and customers    Ensured customer satisfaction Education B. S. in Mathematics Texas Tech University - Lubbock, TX May 2015 High school or equivalent in Valedictorian Lake View High School - San Angelo, TX August 2007 to May 2011 Skills Active Directory, System Admin, System Administrator

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