

IT Network Administrator IT Network Administrator Special Services Associate Houston, TX
Authorized to work in the US for any employer Work Experience IT Network Administrator Cook
Legal Group - Houston, TX March 2019 to Present Responsible for maintaining the network server
and individual workstations of the business. Troubleshooting and diagnosing malfunctioning
hardware and software. Optimizing outdated or ineffective systems. Liaising with tech service
providers to solve any issues. Updating and editing the various business websites. General
administrative tasks. IT Manager Tennis Express - Houston, TX May 2018 to March 2019
-Responsible for maintaining the technical services of physical brick-and-mortar store and
cloud-based online store. -Developed an understanding of the physical and cloud-based network in
order to assess and improve web services. -Worked to bring the company hardware and software
to a standardized platform. -Managed and coordinated a variety of projects with software providers
and server hosts. -Routinely coached employees in basic troubleshooting in order to empower them
and curb minor incidents. -Monitored in-store security system and reviewed footage for criminal
activities. -Diagnosed and repaired salvageable PC's in order to reuse them and discovered
cost-effective software alternatives to mitigate operation costs. -Worked with each department to
discover the most common recurring tech problems and obstacles affecting them. Special Services
Associate Home Depot - Tallahassee, FL March 2017 to May 2018 Assisted customers with returns,
exchanges, special orders, and general sales, in upwards of 250 transactions per week. -
Developed rapport with regular DIY customers and contractors in order to foster trust and lasting
business relationships. - Deescalated situations with dissatisfied customers and acted as the
liaison for management. - Trained and advised incoming Special Service associates in order to
maintain team productivity. - Volunteered for community service projects through the company
including home improvement for veterans and storm relief for Houston after hurricane Harvey.
Professional Receptionist Tresta/PATLive - Tallahassee, FL September 2016 to February 2017 -
Acted as a personable representative for a variety of company clients needing receptionist services.
- Recorded incoming messages, transcribed phone messages and maintained communication with
clients. - Advocated for companies by studying their scripts and presenting them naturally to callers.

Sales Consultant Flow Automotive - Winston-Salem, NC September 2015 to July 2016 - Studied and utilized extensive and highly specialized product knowledge in order to better inform customers.

- Presented vehicle features and specifications in walk around demonstrations, catering each one to the customer.
- Informed customers about the different financing and purchasing options available to them.
- Acted as liaison between the customers and sales/finance managers to facilitate transactions.
- Maintained relationships with customers and followed up on sold customers to ensure their satisfaction.

Digital Evidence Management and Technical Support Case-Closed Investigations - Winston-Salem, NC January 2015 to August 2015 - Compiled and edited investigator's daily case notes into chronological narrative reports.

- Monitored multiple GPS units in active cases and reported suspicious activity to field investigators.
- Maintained communication with clients and investigators throughout investigations.
- Edited video footage taken by investigators and extracted still frames to be presented as case evidence.
- Perform background research on subject's social media accounts to establish routines and locations.
- Oversaw the Case Management System overhaul and established the company's social media profiles.

Education Bachelor of Arts in Psychology in Psychology Baylor University - Waco, TX Skills Administrative Assistant (2 years), Customer Service (7 years), Active Directory, Service Desk, Adobe, Recruiting, ADP, Scheduling, Human Resources Additional Information Skills and Interests Administrative: Organization and Filing (3 years), Presentation Organization (4 years), Customer Account Management (2 years), Administrative Assistant Work (2 years), and Client Communications (7 years). Sales and Marketing: Customer Service (7 years), Photography (4 years), Video Editing and Production (2 years), Carpentry (2 year), Sales and Retail (7 years), and Social Media Management (1 year).

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