

Concessions Supervisor Concessions Supervisor IT Support Technician Saint Paul, MN IT Support Technician with a wide experience and education in maintaining the daily performance of computer systems. Hoping to secure a help desk position in an organization where my IT abilities will be maximized. Authorized to work in the US for any employer Work Experience Concessions Supervisor Delaware North - Saint Paul, MN July 2019 to Present Oversee day to day operations of the concession stands. Performing end of shift procedures. IT Support Tech Insight Global - Minneapolis, MN February 2019 to June 2019 Duties include; Managing and solving tickets on the ticket board Transcribing voicemail tickets and troubleshooting Answering phone calls from clients in about 28 states & 420+ stores Remote desktop troubleshooting Remote servers troubleshooting Install, configure and maintain internal applications and web apps Call Center IT Support Kelly IT Services - Brooklyn Park, MN October 2018 to January 2019 Duties include; Receive, respond to and resolve inbound Client contacts, including NON-Technical issues as needed Manage unresolved incidents utilizing appropriate resources within required timelines Coordinate internal resources as necessary to ensure effective resolution Document and communicate to appropriate resource any recurring/critical client issue received Write, edit and proof project documentation and correspondence Knowledgeable about assigned Client, service offerings, policies/standards, and processes Performs to and maintains acceptable performance levels as measured against the following metrics: client hold time, call lengths, call volumes, call quality and overall customer satisfaction Help Desk/ In-house IT OfficeTeam - Seattle, WA August 2017 to September 2018 Duties include; Manage network and cloud servers; Share File, Citrix, ComputerEase Set up/delete new employee/former employee accounts through MS and Azure Diagnosed and Troubleshoot Network problems for all offices Utilize TeamViewer and or Remote desktop to help colleagues in other locations Migrate, manage and or back up data Set up data and information servers, like PowerEdge T640 Tower Servers Sales Consultant Toyota of Seattle - Seattle, WA June 2016 to July 2017 Main duties include: Selling cars with utmost honesty and integrity. Responding to customers about their online inquiries on cars. Educating customers about the cars and products Reviewing customer's financing options with them. Answering and

sourcing phone calls from the direct line. Host/Front Desk W Hotel Seattle - Seattle, WA June 2012 to June 2016 Duties included: Check in and check out. Answer a multiline telephone and transfer to different departments for different callers. Working as an active member with the front-office team and ensuring maximum comfort for guests Greet guests and make them feel welcome both in person and on the phone. Reviewed and verified data such as: age, name and addresses of guests. Compiled, sorted and verified the accuracy of data before it entered Set up and make reservation arrangements for large parties. Assist other department when and as needed. Manage event related work. Completed shift end report and safety logs. Volunteer Impact Project Case Manager Somali Youth and Family Club - Renton, WA May 2012 to April 2016 Main Functions include: Help clients with English language barriers. Schedule appointments for people meeting with the chief of community relations of the organization. Assist in planning community events Refer interested and qualified clients meeting criteria to applicable program service providers. Perform clerical duties necessitated by program activities including data entry. Support establish relationships with entities such as partner agencies and area employers to coordinate services and outreach efforts. Help clients with job search. Education Associate in Hospitality and Tourism Management Highline Community College - Seattle, WA 2012 to 2014 Associate in Computer Science ITT Technical Institute-Seattle - Seattle, WA Skills Microsoft office, CCNA, Network Administration, Active Directory, Server, C++, Customer Relations, Data Entry, Database Management, Firewalls, Web Design, Desktop Support, Help Desk, Tech Support, Service Desk, MAC Certifications/Licenses CompTIA A+ Microsoft Certified Professional (MCP) CCNA Routing and Switching Network+ Certification Assessments Proficiency with Microsoft Office: Mail & Calendar (Mac) Highly Proficient April 2019 Measures a candidate s proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/zcwdx1actx9jahv4 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Andrew Klein

Email: hhoffman@example.net

Phone: 719.639.9672