

Customer Support Analyst Customer Support Analyst Customer Support Analyst Decatur, GA Help desk professional with a broad-based experience in software and hardware installation, configuration, and troubleshooting. Ability to identify, prioritize, troubleshoot, and resolve application error. Excellent verbal communication and root cause analysis. Authorized to work in the US for any employer Work Experience Customer Support Analyst Sage Software October 2014 to April 2015 Identify, troubleshoot, and repair Sage Software related errors/issues, while providing an extraordinary Experience for customer(s). Use of Knowledge Center Support (KCS) methodologies to efficiently resolve Issues. Use of CRM to properly record information and manage customer profiles during interaction with Customers. Security/Concierge Allied Barton August 2013 to October 2014 Property management assistance with the daily operations of the facility; Process and fulfillment of residential requests for special services; Assistance with correspondence between the property manager and the residents; Monitor and manage janitorial, maintenance engineers, and day porters IT Service Desk Analyst (Intern) Carter Presidential Center February 2010 to January 2013 Troubleshoot and repair of desktop software/hardware and printer software errors within department; Installation and deployment of desktop units; Installation and deployment of requested software; Support and maintenance of user account information New hire trainer; Inventory; Customer service; Retail sales associate Sprint/United Cellular - Jonesboro, GA January 2012 to September 2012 Service and repair of mobile devices; New hire trainer; Inventory; Customer service; Retail sales associate Education Stanly Community College August 2012 to October 2012 Bachelor of Arts Albany State University - Albany, GA September 2004 to December 2009 Skills Microsoft Windows Operating Systems, Microsoft Office, Sage 50 Payroll, Data Entry Additional Information SKILLS Microsoft Windows 7 Microsoft Windows Vista Microsoft Windows XP Exposure to VMware VSphere Android Adobe Creative Suite 3 (Photoshop, Illustrator, ImageReady) Microsoft Office Suite (Word, Publish, Excel, Power Point) Exposure to HTML Dell Workstation Hardware 10-Key Data Entry

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