

IT Service Specialist IT Service Specialist Deer Park, NY Work Experience IT Service Specialist  
September 2017 to Present Provide technical support to students and faculty via phone and email to  
resolve technical issues Conduct one-on-one training to constituents with regard to use of Microsoft  
Office and the Internet Information Security Analyst Intern CBS May 2018 to August 2018 Created  
Case Closure reports to inform CBS affiliates of any identified or missing controls Evaluated vendor  
security risks and practices through the use of questionnaires Used Trello (project management  
software) to organize and prioritize tasks Analyzed conference calls to determine if vendor was  
out-of-scope for security assessments Community Impact Intern United Way of Long Island July  
2017 to August 2017 Managed mailings to notify colleges of Bank of America Scholarship, using  
Word mail merge Kept track of each scholarship recipients required documents, utilizing Excel  
Communicated with scholarship recipients regarding scholarship acceptance, using Outlook Intern  
Hertz Rent-a-Car June 2016 to August 2016 Assisted over 500 customers to discuss rental  
procedures, insurance policies, and car features Input contracts into database system Listened  
carefully to customers during service calls to help gauge customer needs Managed and resolved  
potentially problematic situations Tutor America Reads/America Counts Program September 2015  
to December 2015 Simplified math concepts to stimulate intellectual growth in students, using  
presentation skills Intern Coldwell Banker Easton Properties Real Estate October 2014 to March  
2015 Attended open houses to interact with potential buyers Performed administrative tasks, such  
as copying and filing housing listings Scheduled appointments through customer service calls and  
resolved customer issues Skills & Specialization Common End-user Software, Core Office, Excel,  
Microsoft Excel, Microsoft Office, Microsoft Outlook, Outlook, Microsoft Powerpoint, Powerpoint,  
Microsoft Word, Word, Information Technology, Privacy And Data Security, Information Security,  
Internet, Security, Help Desk, Technical Support, Database, Database Modeling, Mainframe, Bmc,  
Administrative Or Clerical, Computer Related, Mail Merge, Messages And Contact, Customer  
Service Oriented, Customer Service, Admin, Administrative Tasks, Copying, Document-centric,  
Filing, Billing And Collections, Invoices, Call Center Or Help Desk Or Customer Service, Customer  
Facing, Knowledge And Learning Management, General Knowledge And Learning Management,

Mentor, Training, Legal, Contracts, Real Estate, Retail, Positions, Retail Sales, Construction  
Non-laborer, Office, Admin And Clerical, Transportation, Bridges, Bookkeeping, Office  
Management, Bookkeeping Tasks, Accounting, Personal Attributes, Aptitudes, Presentation Skills,  
Finance, Internal Audit Education Finance Adelphi University May 2019 Links  
<https://www.linkedin.com/in/kianimarcellus>

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