

Engagement Advocate Engagement Advocate Harrison, ME Customer focused, all-around technology enthusiast with 5 years' training and experience. Able to maintain, diagnose, and fix a variety of IT related platforms and services. Authorized to work in the US for any employer Work Experience Engagement Advocate Target - Bensalem, PA October 2018 to Present Assisted guests through the checkout process on register and self-checkout. Ensuring an efficient transaction process, as well as making sure guest s needs are met. Network Administrator Hillside Cabins on Long Lake - Harrison, ME 2010 to 2016 Managed network infrastructure. Maintained business online presence and website. Occasionally booked and greeted customers upon arrival. Remote Support Technician Support.com 2015 to 2015 Answered incoming calls from customers and assisted in troubleshooting internet connectivity issues. Technical Support Specialist Maine School Administrative District 17 - South Paris, ME 2013 to 2014 Assisted on site staff and students with technology related issues on desktops, laptops, and tablets. Maintained the school's networking infrastructure. Education Diploma in Computer Technology Oxford Hills Comprehensive High School - South Paris, ME August 2008 to June 2012 Skills Microsoft Office (5 years), Computer Repair (5 years), Windows Xp (10+ years), Windows 10 (3 years), Video Editing (3 years), Unraid server management (2 years), Network Management (5 years), Mac OS X (3 years), Android (5 years), Customer Service, Customer Service

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