

IT Help Desk Support and project manager IT Help Desk Support and project manager IT Help Desk Manager and Project manager- Telecommute Silver Spring, MD Authorized to work in the US for any employer Work Experience IT Help Desk Support and project manager East west technologies - Burtonsville, MD October 2017 to Present My main task is project managing. Gathering information to better the website and applications that we handle for our clients and then relaying it back to the programmers. I test these changes and make sure they were done correctly before presenting it back to the client. What I have accomplished so far: We have accomplished LMS (learning management system) and CRM (customer relations management) both systems help our clients and their customer base. Additional tasks: I also manage email communications (issues, questions, concerns) for our clients. Resolving IT related issues. Manage a team and have weekly meetings with them to make sure projects and other tasks have been completed. Process payments Enrollment Specialist American board teacher certification October 2017 to July 2018 I don't want to say I was a sales rep but I was helping potential candidates who wanted to enroll in our program with any questions they had. I also assisted with enrollment. This was all through phone calls after hours IT Help Desk Analyst Youth For Understanding - Maryland, MD May 2012 to October 2017 Responsible for technical telephone/email consultations. Remotely assist End-Users and also provide IT field support for new user implementation. Support PC, MAC, Tablets, printer, monitor, fax, phone, etc. Assist clients with Microsoft Office Suites Record/Monitor all of daily issues using Kayako ticketing system Responsible for maintaining inventory, package handling & shipping. Document system and technical specifications for both end-users and internal staff. Work individually and also in a team environment to help establish/fulfill all projects. Assist with computer/ hard drive /monitor/ back-up monitoring/ Virus control Organize teams responsibilities and assign team with projects and ticket errors received by Kayako. Troubleshoot errors with various systems within the company that end-users work on daily. Admissions Assistant Youth For Understanding - Maryland, MD January 2012 to May 2012 Admissions Assistance Uploading, downloading & scanning client applications. Managing incoming client email and mail documents. Filing and organizing client profiles. Timely attendance and active participation in regularly

scheduled departmental meetings to ensure we achieve/adhere to project plans or departmental goals. Mailing room manager assistant PVC - Lorton, VA April 2011 to June 2011 Occasionally work shifts to overlook employees Tracked supplies and mailing equipment Advise/train employees on new products and material Responsible for inventory management. Sales Floor/ Cashier Sumerset Mall - Troy, MI December 2010 to March 2011 Managed returns and product availability Greeted and directed customers and introduced new material Answered phones calls and redirected to appropriate departments Performed and maintained the customer service level of the department Assisted supervisor with special projects Sales/Cashier Target - Madison Heights, MI May 2010 to October 2010 Maintained presentation in each department Performed stocking and tracking of new products To provide consistent and well directed target range of volume for all departmental functions. Provide methods to make better sales and boost company's productivity Hostess Circa - Washington, DC I just worked 2 months. It was the most fun experience I had a chance to do while working in the IT field. Education IT Professional in IT Coursera - Work at Home May 2019 to Present High School Diploma Hamtramck High School - Hamtramck, MI June 2009 Skills CRM (3 years), LMS (3 years), Account setup for new clients (6 years), Active Directory (6 years), Ticketing system (6 years), Kayako (6 years) Additional Information QUALIFICATIONS: Ability to plan work assignments and coordinate multiple project in deadline-oriented environment. Skilled in implementation, analysis, optimization, troubleshooting and documentation. Microsoft Office Suite 2003, 2007, 2010, 2013, 2019 Ability to prioritize and remain focused on the essence of an issue 5+ years of customer support services. Including Windows and Mac Skilled at learning new concepts quickly while working well under pressure Reporting and creating billing invoice. Active Directory Exchange 2003, 2007, 2013, 2016, 2019

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