

IT Help Desk IT Help Desk Web Developer - Sugar Clothing Boutique Portsmouth, VA Authorized to work in the US for any employer Work Experience IT Help Desk Top Guard Security - Norfolk, VA August 2015 to Present Provide the highest level of customer service to end-users in-person, over the phone and through e-mail. Respond to and resolve customer requests for support in a timely manner. Maintain and update various software and hardware systems on workstations and servers. Maintain and update network systems. Configure, move, install and upgrade various computer hardware and software. Provide guidance and training to end-users as needed. Travel locally from office-to-office as needed to resolve support requests. Carry cell phone and pager to be on call and work after-hours as needed. Establish quality relationships with end-users, clients, vendors, and co-workers. Work with other technology team members and vendors. Work with security officers, clients, EVMS and city/state team members. Maintain familiarity with events and issues pertaining to the healthcare industry. Web Designer Sugar Clothing Boutique - Suffolk, VA August 2012 to August 2015 Translate business and user requirements into highly engaging and compelling design concepts for web and print. Conceptualize, design, and develop the User Interface, as well as the overall look and feel of web pages. Create digital designs for online channels. Communicate design strategy and rationale to our team and other key stakeholders. Create designs including wireframes, visual design mock-ups, visual assets and documentation required for proper implementation. Analyze tasks, navigation and flows using UX best practices for the web and mobile. Education B.S. in Computer Information Systems Liberty University - Lynchburg, VA 2018 A.A in Programming University of Maryland University College - Adelphi, MD 2012 I.C. Norcom High School - Portsmouth, VA 2008 Skills Front End, Wordpress, Javascript

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