

Manager Manager Experience Customer Service Professional Tulsa, OK Experienced Customer Service Specialist well-versed in assisting a variety of users with diverse computer system, mobile device and peripheral equipment problems. Authorized to work in the US for any employer Work Experience Manager Eufloria - Tulsa, OK May 2019 to Present Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands Adjusted job assignments and schedules to keep pace with dynamic business needs, factoring in processes, employee knowledge and customer demands Shipping And Receiving Manager Wholesale Computer Supply - Tulsa, OK January 2019 to March 2019 Used hand-held devices and computers to record and monitor inventory levels and completed audits to uncover and address inaccuracies Maintained established levels of goods based on sales forecasts and demand to fulfill orders on time Systems Administrator Self Employed - Tulsa, OK May 2018 to August 2018 Installed and upgraded internal and third party software Resolved issues and escalated problems with knowledgeable support and quality service Web Hosting Support | Hostwinds - Tulsa, OK 09/2017 - 04/2018 Troubleshoot and diagnosed problems to accurately resolve wide range of technical issues Technical Support Mphasis/DXC - Tulsa, OK May 2018 to August 2018 Manager/Computer Repair Technician PC Doctor - Broken Arrow, OK June 2014 to April 2016 Refurbished used computers and technological equipment Increased customer retention and satisfaction by closely monitored team member performance and assessing problematic practices Education High school or equivalent Skills Data Entry (3 years), Inventory Management (Less than 1 year), Customer Service (5 years), Management (2 years), Shipping And Receiving (Less than 1 year), Technical Support (4 years), Technical Writing (1 year), Website Management (2 years), Harm Reduction (Less than 1 year), Community Outreach (1 year), Linux (1 year), Windows Support (5 years), Google Docs (4 years) Certifications/Licenses cPanel Professional Certification July 2019 to July 2020 Fundamentals of Digital Marketing July 2019 to Present Groups Member-Oklahoma Women in Tech February 2019 to Present Supporting Women in Tech Chapter President-DanceSafe July 2019 to Present Harm Reduction

Name: Amy Joseph

Email: brandon82@example.net

Phone: +1-697-513-3848x000