

Service Desk NCO Service Desk NCO Stafford, VA To further enhance and then apply all the skills I've acquired to benefit the organization. Authorized to work in the US for any employer Work Experience Service Desk NCO USMC - New Orleans, LA July 2013 to September 2015 Kept accountability of all personnel and equipment + Lead training exercises on a weekly basis + Supervised and trained others on daily tasks and duties + Ensured Annual Training requirements were met + Troubleshoot and mitigated issues both local and remotely + Delegated specific Trouble Tickets to area of expertise members Network Administrator USMC - New Orleans, LA July 2011 to July 2013 Servers- Network Administration + Kept accountability of all personnel and equipment + Ensure all endpoints are secured and running proficiently + Supervised and trained others on daily tasks and duties + Completed system backups and server migrations throughout various sites + Troubleshoot and mitigated issues both local and remotely + Ensured Network Security requirements were met Sales Associate - Team Leader JC Penny - Queens, NY March 2010 to September 2010 Successfully assisted and maintained compliant relations between customers and co-workers during very demanding sales events (i.e. Black Friday) + Prepared and managed store floors and sections daily + Kept a very systematic section and replenished stocks when necessary + Trained new sales staff on basic operations and procedures + Knowledge of supervisory practices and principles Education Associates in Business Administration Monroe College - Bronx, NY September 2015 to Present Advanced Regents Diploma Forest Hills High School - Queens, NY September 2005 to June 2009 Skills CUSTOMER RELATIONS (6 years), PROBLEM-SOLVING (6 years), Management (5 years), Microsoft Office (6 years), Inventory Management (3 years), Project Management (2 years) Military Service Branch: USMC Service Country: United States Rank: Cpl September 2010 to September 2015 Commendations: Honorable Discharge Additional Information SKILLS + Self-Motivated + Good Customer Relations + Excellent Leadership Ability + Time-Oriented + High attention to detail + Excellent Problem-Solving/Critical-Thinking

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