

Security Officer Security Officer Security Officer - SOS Security at Snap Inc New York, NY  
Information Technology Technician with time-management skills and perfectionist work ethic.  
Possesses excellent customer service experience and consistently applies innovative  
enhancements to the workplace using advancements in technology Authorized to work in the US for  
any employer Work Experience Security Officer SOS Security at Snap Inc August 2016 to Present  
Created email templates in Gmail for officers to quickly and efficiently email clients for specific  
inquiries such as food, letter, and package deliveries resulting in faster communications and a  
cleaner office environment Set up contact lists for every security officer to resume communications  
with clients after domain name change Established a reputation as the tech to avoid referring to  
the client's IT team by solving common computer issues such as keyboard and mouse issues,  
printing issues, and network issues establishing trust from the client Trained new officers on how  
to operate Mac OS X El Capitan and Chrome OS creating a knowledgeable team Maintained a  
respectable appearance and manners handling clients which resulted a renewal on the company's  
contract Hot Topic Supervisor Keyholder June 2016 to August 2016 Responsible for opening and  
closing store resulting in perfect hours of operation scheduled Audited shortages/overages, on all  
registers and filed paperwork accordingly contributing to a perfect audit for the quarter Led  
supporting team in following store procedures and policies such as theft awareness and return  
guidelines reducing shrinkage by 2% Managed shipping and handling as well as merchandizing  
for in store promotions which improved monthly sales goals IT Support Technician/Customer  
Service Spada Uniforms - New York, NY September 2015 to June 2016 Successfully migrated all  
hardware and network to a new location at scheduled time Created a log in system for customers  
positively decreasing customer service time by 30% Maintained system integrity and successfully  
repaired faulty equipment saving company money Help Desk Analyst Intern New York Times - New  
York, NY May 2015 to July 2015 Addressed and resolved user issues using Service Now,  
over-the-phone communication and email, successfully increasing customer service satisfaction  
ratings Created RSA tokens for all interns and new employees using RSA administration, Steel  
Belt Radius and VPN client Created, extended, reset, lock/unlocked approved Active Directory

accounts      Re-imaged 50 PCs and Macs for summer interns using Casper and completed configuration according to the respective intern's department Education Computer Science Queens College - Queens, NY August 2010 to May 2012 Skills Altiris (Less than 1 year), Disassembling (Less than 1 year), firewall (Less than 1 year), Mac (Less than 1 year), Mac OS (Less than 1 year) Additional Information TECHNICAL SKILLS:    Operating Systems: Microsoft Windows 10, Mac OS X El Capitan, Chrome OS    Hardware: Laptops, Workstations, Modems, Network Cards, memory, printers, scanners and other peripherals    Software: Microsoft Office, Active Directory, Casper, Altiris, Service Now, VNC    Maintenance: Assembling and Disassembling Computers; operating systems installation, updating software, configuring windows updates, installing anti-virus, anti-spyware, configuring firewall

Name: Donna Jones

Email: shannonnelson@example.org

Phone: +1-341-811-9738x722