

IT Project Manager IT Project Manager Experienced technical support and customer service expert
Warren, PA Work Experience IT Project Manager Digitell - Jamestown, NY November 2017 to May
2018 I.t. technical support team Handled live chat, tickets, emails and phone calls for technical
support over the continuing educational sites handled by the company Owner/ Manager Empire
Entertainment - Jamestown, NY December 2006 to November 2012 An entertainment company
providing large and small scale dj services for weddings, private events, businesses and many
more. We also provided promotional work for venues including large concerts and events of all kinds
Jewelry associate Walmart - Jamestown, NY March 2008 to April 2009 Office Manager The gables
day spa - Mayville, NY April 2007 to December 2007 Healthcare Services Scheduling, payroll,
client databases, advertising, web sites, day to day tasks such as ordering office supplies
maintaining a professional look for the spa while catering to each clients individual needs Fitness
Trainer Curves - Mayville, NY April 2007 to December 2007 Healthcare Services Positively
reinforce workout routines, maintaining customer satisfaction, advertising, product placement and
sales, payroll, marketing Customer Service Rep The Connection Jamestown - Jamestown, NY
October 2006 to February 2007 Telecommunications Services Handled inbound orders for over
50+ clients, as well as Auto financing applications. Provided customers with detailed information
regarding products and policies for each client Server Food Services April 2004 to April 2005 The
Western Sizzlin State:Colorado Customer Service, General Food/Beverage service Food Services -
Lubbock, TX January 2003 to July 2003 Long Distance Billing Agent Operator Service Company -
Lubbock, TX - January 2003 to July 2003 Telecommunications Services Inbound Customer
service, handled billing and customer service for multiple companies at once, provided clients with
information in regards to billing and charges associated. Billing and Customer Service CSR -
Lubbock, TX September 2002 to January 2003 Outgoing sales calls Verizon Wireless - Colorado
Springs, CO February 2002 to September 2002 for Chase Manhattan Bank USA N.A., including
lead based and cold calling credit card applications, and re financing Education Roy J. Wasson
High School June 2006 to October 2006 Office Management Everest College - Jamestown, NY
August 2005 to February 2006 Criminal Justice Jamestown Business College - Jamestown, NY May

2003 to October 2003 Criminal Justice Bonanza High School Pikes Peak Community College - Colorado Springs, CO Skills PAYROLL (10+ years), MARKETING (10+ years), ACCESS (3 years), CASH (10+ years), CASH REGISTER (10+ years), It Project Management (1 year), It Service Management (1 year), Data Entry (3 years), Information Technology (8 years) Additional Information SKILLS Data entry, Payroll, Customer relations, Marketing, Graphics and Web Design SKILLS Cash Register Expert Microsoft Powerpoint Intermediate Microsoft Access Expert Microsoft Excel Expert MICROSOFT WORD Expert Web Design Software Expert

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