

Virtual Technical Support Virtual Technical Support Picayune, MS Obtain a position that will enable me to use my strong communication skills, technical skills, and my ability to work well with people. Maintain quality, accuracy, and professionalism in a fast-paced environment. Looking to excel and build a career.

Work Experience Virtual Technical Support Conduent - Picayune, MS November 2018 to June 2019 Provides answers to clients by identifying problems; researching answers then guiding clients through corrective steps. Handles multiple computer applications at once. Navigates search engines for downloading music and other web-based applications. Diagnosis hardware/software faults and solving technical problems, over the phone. Experienced in resolving complex customer service issues.

Field Technician-Insight Global IT Project Atlanta, GA January 2017 to November 2018 Services and deploys computer equipment. Operates a company vehicle with another skilled worker. Collects data and follows verbal and written commands and instructions. Follows daily inspection; routine and start up procedure. Logs pertinent information electronically and provides observation reports. Troubleshoots, maintains, and monitors internal SSD drives. Identifies and reports network problems involving tablets, cellphones, and hard drives.

Technical Support Computer Generated Solutions - Dunwoody, GA January 2016 to January 2017 Installs & configures company's computer hardware operating systems and applications. Recognizes when a customer's problems should be escalated to the next level for resolution following established protocols. Maintains up-to-date knowledge of products and customer entitlement options to provide proper information to customers. Improves system performance by identifying problems; recommending changes. Refines client references by writing and maintaining documentation.

Leasing Assistant Property Manager The Lynd Company - Houston, TX August 2015 to January 2016 Attracts new prospects, showing the community, and closing the sale. (Often used double-close technique.) Organizes and executed all marketing ideas for renewals and new leases. Maintains the process of the office and all leasing paper work. Strong sources of marketing implied. Rent Posting & processing final account statements/SODA. Closing leasing ratio: 9 of 10, Delinquency closing ratio: \$1250 (Real-page/ Onsite), 460 units. Collections Representative Chase Receivables - Houston, TX October 2012 to August 2015 Receives incoming calls and outgoing

calls. Successfully completes 40-50 calls per shift. Performs data entry and determine the issues by evaluating and analyzing the symptoms. Exercises good decision-making skills to review information, issue payments and collect payments. Education Diploma Picayune Memorial High School - Picayune, MS May 2000 to May 2004 Skills Technical support, Lan/wan, Sap, Help desk, Customer service, Typing, 35 wpm, Written and verbal, Lan, Microsoft office, Mac, Mac os, Problem solving

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