

Maintenance Rep Maintenance Rep Maintenance Rep Florissant, MO Work Experience

Maintenance Rep Schnucks - St. Louis, MO June 2018 to June 2019 Assisted customers with products, carts, questions, and needs as deemed applicable by the store Scrubbed, scrapped, cleaned, and mopped various department floors for sanitary requirements Maintained the cleanliness of the carts, bins, and equipment used to perform various duties in the store Cleaned food fryers, removed and replaced fryer oil, cleaned fryer vent covers, cleaned and replaced utensil soaker liquid Removed large compacted cardboards from bailer to trailer with power jacks as needed.

Security Officer Universal Protection Group - St. Louis, MO January 2012 to May 2015 Monitor 22 story building via security cameras and with visual patrols of the site Identifies and removes unauthorized individuals from property Record daily logs of possible security issues as well as issued access cards and keys as needed Verify fire and safety system as well as notify the nationwide control center Secure the UMB Bank ATM lobby, parking, provided workers escort as needed

General Manager Dollar Hut - St. Louis, MO January 2009 to February 2011 Organized and monitored weekly objectives for assistant managers and associates Responsible for new manager selection, hire, and training Maintained weekly and monthly financial reports and real time safe monitoring Completed banking transactions such as deposits and exchanges. Supervised organization of store and warehouse stock Completed ADP payroll, new hire documents, as well as termination documents Setup product orders, returns, and shipment details Created and maintained various excel documents for operational reports such as day to day sales, monthly reports, attendance reports, and manager practice reports

Home Health Aide JC's Home Health - St. Louis, MO December 2008 to January 2009 Assisted client with daily activities in their home Monitored the status of the client's home during the night and day Organized client meals and various lunch times. Cleaned and swept the home for the client Organized and cleaned the client's clothing as requested

IT Help Desk Rep/Network Technician Teksystem Staffing - St. Louis, MO January 2008 to October 2008 Worked as main contact in routing of internal issues to IT Operations, Desktop Support, and Network Support Effectively filtered minor issues with suggestions and statements on how the end user could resolve an issue with Windows software,

operations, and networking    Provided phone support to users with system inquiries    Completed OS upgrades and troubleshooted 170 laptop computers to Windows XP and Windows 2000    Ran scripts to pull various internal applications to each upgraded computer    Installed and verified encryption-based software    Assisted in the physical disconnect and reconnect of 50 to 100 plus workstations

PC Support Analyst II Global Payments - St. Louis, MO September 2001 to November 2007    Assist vendors with troubleshooting, training, and installation of proprietary software    Provided professional service to merchants and vendors with software issues and compatibility concerns    Provide information assistance for sales reps who were interested in selling PC software

Establish new download accounts which included file building, testing, and conversions

Organized and implemented transitional training for 40+ PC Support Analysts

Education Associates in Science in Computer Technology Chattanooga Technical College - Chattanooga, TN A+ Certification The Learning Center - St. Louis, MO Skills Tech Support, Help Desk, Desktop Support, VPN, Service Desk, Helpdesk Support, Comptia Additional Information    7yrs+ Technical Support    10yrs+ Customer Service    MS Office (Excel, PowerPoint, Publisher)    Adobe (Acrobat, Premiere Pro, After Effects, Photoshop)    Point of Sale Support    Computer Repair & Upgrades    Proprietary Software Support    Video Game Systems    Video Production    Graphic Design    YouTube Creator    Problem Solving    Social Media    Voice Overs

Name: Lisa Oliver

Email: andersonandrew@example.com

Phone: 635-806-7970x1276