

IT Support Specialist / Project Manager IT Support Specialist / Project Manager Senior MIS Student at Oakland University Keego Harbor, MI Seeking a challenging career in the IT industry that utilizes my educational and work skills, while enriching my knowledge and giving me a chance to be part of a team that contributes towards the growth of the organization. Authorized to work in the US for any employer

Work Experience

IT Support Specialist / Project Manager Spider Development - Waterford, MI July 2015 to Present Receive tech-support calls and give remote support to T-Mobile stores throughout the country Implemented a new way to send out large-scale firmware updates and repair common problems faster via batch files Train co-workers on the latest tech-support methods and keep record of current team progress in projects

Medical Data Entry Specialist Exclusive Physicians - Ferndale, MI September 2011 to June 2013 Assisted the front desk staff by pre-validating patient's insurance policies Input physical patient charts into computer database, helping digitalize the office Input patients vitals into computer database after their visit

Education

Bachelor of Science in Management Information Systems Oakland University - Rochester, MI April 2017

Skills Microsoft Office (10+ years), Social Media Marketing (6 years), Exceptional listening and communicating qualities that effectively convey information verbally and in writing, Windows Troubleshooting (10+ years), Linux Troubleshooting (5 years), MacOS Troubleshooting / Administration (8 years)

Groups

President of Chaldean American Student Association - OU Chapter May 2014 to April 2016 Created, organized, and ran a volunteer-team system. Digitalized the organization, creating a member database that tracked volunteer hours and attendance. Ran an extensive PR campaign to change public image of the organization, including the design of a new logo and website. Oversaw the expansion of membership to over 300 students, making it one of the largest at Oakland University Oversaw the expansion of the organization by creating a whole new administrative-structure Thought up of and ran many in-school and out-of-school events and activities Organized and ran a huge 600 participant event, revamped fundraising and raised a record breaking \$17,000 in funds to help special needs children

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