

Department of Defense Security Clearance IT Helpdesk Analyst Department of Defense Security Clearance IT Helpdesk Analyst Department of Defense Security Clearance IT Helpdesk Analyst - Trowbridge & Trowbridge Eliot, ME Authorized to work in the US for any employer Work Experience Department of Defense Security Clearance IT Helpdesk Analyst Trowbridge & Trowbridge - Kittery, ME December 2016 to Present * Providing centralized functional and technical application support via phone and web. * Customer support encompasses questions/assistance with system/user access, reset/unlock passwords, access/procedural questions, application workflow, connectivity/performance issues, account verifications, training information, and support escalation/referral. * Create document change procedures for new guidelines directed by Navy protocol. Department of Defense Security Clearance Helpdesk Product Specialist Dell Federal - Kittery, ME December 2015 to August 2016 * Resolve and process 60 emails daily while multi-tasking users through our applications. * Helped users with their applications (Microsoft Office 2016). * Follow up correspondence and customer contact issues. * Customer support encompasses questions/assistance with system/user access, reset/unlock passwords, access/procedural questions, application workflow, connectivity/performance issues, account verification, training information, and support escalation/referral. Disability Customer Service Representative Aetna - South Portland, ME April 2015 to December 2015 * Responded to incoming requests by customer's by telephone and email. * Maintained records of disability insurance, deductibles, payments, qualifying periods, and Personal Health Information data. * Processed all documents by sending forms, faxes, emails, to medical facilities. Seasonal, Customer Service Representative, LL Bean Portland, ME September 2007 to December 2014 * Resolved customer issues, and updated inventory database, processed orders. * Achieved customer satisfaction rating of 98% within six months, exceeding target goals. * Highest metrics for credit card enrollment in 2013 season. Education Bachelor of Science in Technology Management University of Southern Maine - Gorham, ME December 2015

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