

Kenneth Ellenberg

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Education

Portland State University – Portland, OR
Bachelor of Science, June 2012

Experience

Customer Support

Stream Global Services - Beaverton, OR
11/2012-Current

- Troubleshoot client problems over phone and remote desktop connection
- Basic accounting
- Work in Quickbooks Enterprise 10,11,12, and 13
- Create tickets and log customer issues

Information Technology Floater

Portland State University – Portland, OR
01/2011-06/2012

- Basic IT troubleshooting
- Open/Close/Clean/Maintain technology labs on campus
- Assist students and professors with any technology related issues and/or questions
- Various tasks for management

Ski Instructor

Eaglecrest Ski Area – Juneau, AK
12/2009-01/2012 (seasonal)

Mt. Bachelor Ski Resort – Bend, OR
11/2005-06/2008 (seasonal)

- Coordinate Ski Lessons
- Instruct customers of all ages and skill range
- Various array of customer service
- Keep up to date with modern equipment, and learn of emerging equipment and techniques

Zipline Tour Guide

Alaska Zipline Adventures – Juneau, AK
06/2010-08/2010 (seasonal)

- Guide customers through zipline course in rainforest
- Daily safety & equipment checks
- General customer service

Additional Skills

- Proficient with Microsoft software up to Office Ultimate 2010 and Windows 8
 - IT hardware, consumer level
 - Ability to transfer technical knowledge into easily understood terms
 - Strong work ethic with professional and punctual attitude
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Certifications

- Quickbooks Enterprise Certified
- First Aid & CPR/AED Certified
- Windows Mobile Certified