

Ashley Winkey

Computer Lab Assistant - Coppin State University

Pomfret, MD 20675

ashleywinkey73@gmail.com

(301) 848-0268

Exceptional communication, strong negotiation skills, exceptional problem-solving abilities, and keen customer assessment aptitude. Skilled in Customer Service Information Technology with working knowledge of Microsoft Office.

Authorized to work in the US for any employer

Work Experience

Computer Lab Assistant

Coppin State University - Baltimore, MD

August 2016 to Present

- * Provide customer service assistance to student and faculty lab users
- * Assist customers with Windows 7/8/10, Microsoft Office 2000/2013, Office 365, Internet Explorer and other academic applications.
- * Perform routine checks of the equipment and computer stations to assure efficient lab operations.
- * Maintain a quiet and clean computer lab environment, manage print station, monitor supplies.
- * Trouble shoot and report hardware and software related problems.
- * Adhere to and enforce computer lab rules.
- * Other duties as assigned by the Client Computing Services Department.

Student Technician I

Coppin State University

August 2016 to Present

Exercise independent judgement and initiative to solve technical problems with minimal supervision.

- Provide help desk support to customers calling and visiting the IT Student Service Center.
- Use Fischer International Identity Management System to reset student passwords.
- Log service calls in HEAT 8.0 Call Logging Self-Service Portal
- Educate students of technology on campus through classroom presentation and special events.
- Complete tasks as assigned; replace computer parts, install and troubleshoot computer systems, re-image and clone hard drives.
- Perform system upgrades, research and provide administrative feedback.
- Troubleshoot minor technical problem in the classrooms concerning the AV equipment and Instructor Lecturn.

Student Employee

Woodstock Job Corps - Woodstock, MD

June 2014 to June 2015

- * Assisted in the orientation of new students on center.
- * Filed students' documents using the alphanumeric system.
- * Inventoried office supplies and highlighted supplies that needed reordering.

* Other flexible duties as needed.

Clerical Intern

Woodstock Job Corps - Baltimore, MD
December 2014 to January 2015

- * Clerical duties to include typing correspondence, filing, ordering supplies and answering phones.
- * Organized books on shelves in library along with other duties.

Mail Room - Volunteer

Space Telescope Science Institute - Baltimore, MD
November 2013 to December 2013

- * Typing and affixing labels. Placing mail in boxes.
- * Utilized my skills by creating a database mailing list along with other duties.

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April 10, 2018

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Education

Management Information Systems

Coppin State University - Baltimore, MD
2020

Certification

Woodstock Job Corps Training Center - Woodstock, MD
2014

McDonough High School - Pomfret, MD
2013

Mobile Technology

Stayer University Prince George County

Skills

CUSTOMER SERVICE, MICROSOFT OFFICE, MS OFFICE, RECEPTIONIST, RETAIL SALES

Additional Information

SKILLS

- Keyboarding (52 wpm), Data Entry (8,000 kpm), 10-key proficient, Alpha & Numeric filing
- Customer Service, Online claims submissions, Multi-line switchboard
- Microsoft Office (Word, Excel, PowerPoint, Outlook), Adobe Photoshop, Presonus Studio One Program
- Work well with minimum supervision

- Team player, Multi-tasking abilities, Active listening and problem solving