Shardai B. Jamison

17931 NW 44th Ave, Miami Gardens, FL

(786)431-6287·

shardaijamison10@yahoo.com

**Objective**

Experienced and knowledgeable Information Technology Professional seeking to contribute training and acquired skills within a Help Desk support role.  Works well independently, or in a group setting providing all facets of computer help desk support such as troubleshooting, installations, and maintenance and is willing to learn more.  Skilled in providing Customer and End-User Help Desk Support.  Easily identify and resolve technical issues and concerns.  Excellent communication and presentation capabilities.

**Education**

August 2006-June 2010

**Miami Carol City Sr. High**

Miami, FL

Graduated

* *High School Diploma*

September 2010-December 2013

**Broward College**

Pembroke Pines, FL

Graduated

* *AA (Computer Science)*

**Broward College**

Pembroke Pines, FL

Pending

* BAS(Information Technology)

**Experience**

**10/2013-Current Job**

**Mercy Hospital**

Miami, FL

*Environmental Services Secretary*

* File records of employees information
* Take incoming calls and messages
* Use Microsoft Office when needed
* Do daily duties for supervisor
* Payroll/Meditech
* Give out daily assignments

**2/2013-09/2013**

**Prince J`s Soul-food**

Miami Gardens, FL

*Waitress/Cashier/Host*

* Seat customer in proper seating
* Take and receive orders
* Keeping restaurant clean
* Cash out customers

**11/2012-01/2013**

**Bloomingdale`s**

Aventura, FL

*Recovery*

* Maintain fitting rooms
* Arrange clothing racks
* Keep cash wrap clean
* Welcome incoming/outgoing customers
* Greet new coming/ outgoing customers

**Academic Awards/Achievements**

* First Aid
* CPR
* Database Management

**References**

Joanna Hall Supervisor (305)854-4400

Patrick Jackson Manager (305)770-4415

Erika Vargas​​​ ` Manager ​​ (305)792-1000