



ALEXANDRIA ALLMOND

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 (901) 412-3011

 Olive Branch, MS 38654

PROFESSIONAL OBJECTIVE

Enthusiastic and highly motivated Help Desk Analyst seeking the opportunity to combine recent IT technical training, along with prior administrative and customer service knowledge to create a memorable experience for clientele as a Technical Support Analyst.

SKILLS

- Microsoft Office
- Windows XP, 7, & 10
- Salesforce
- Data analysis
- Cable Equipment Troubleshooting
- HTML/CSS

EDUCATION

Tech901

Memphis, TN

CompTIA IT Fundamentals/A+ Certification

The University of Tennessee
Knoxville, TN • May 2014

Bachelor of Arts: Psychology

CERTIFICATIONS

- CompTIA IT Fundamentals
- CompTIA A+ Certification (In Progress)

WORK EXPERIENCE

Crye-Leike- Help Desk Support/Office Administrator

Memphis, TN • 06/19 - present

- Serving as the first point of contact for customers seeking technical assistance over the phone or via e-mail
- Follow up with customers to ensure issue has been resolved
- Maintaining general office files, including job files, vendor files, and other files related to the company's operations.

Morgan And Morgan - File Clerk/Legal Assistant

Memphis, TN • 01/15 - 06/19

- Served as the legal secretary for associate attorney and associates in the area of Social Security
- Produced legal documents such as briefs, pleadings and appeals
- Met with clients to update on progress of Social Security cases

Methodist University Hospital - Health Unit Coordinator

Memphis, TN • 12/16 - 01/18

- Monitored patient admissions and discharges
- Coordinated with other internal departments to keep operations running smoothly
- Solved both routine and complex problems
- Managed incoming calls and directed to appropriate physician

Comcast - Customer Account Representative

Memphis, TN • 06/14 - 01/15

- Built rapport with customers by providing fast and knowledgeable service and troubleshooted cable equipment
- Maintained accurate customer account data
- Assisted customers using various problem-solving methods

