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**Objective**: As a recent university graduate I’m looking to get my start in Information Technology, using my set of personal & technical skills to bring a new perspective, unique ideas, and a wide skill set to this ever expanding and developing industry.

**Class Experience**:

* 3 client-based IT projects
* Team leader and sponsor for 2 IT projects
* Implemented Extreme and Waterfall project management/SDLC methods
* Built front-end for a local business website (HTML, CSS, Bootstrap, and JS)
* Developed cache cleaning android app (primarily as documenter)
* Java program that reads and displays sensor info about a lake from a live database (MySQL and JDBC)

**Skills:**

**Programming Languages**: Java, HTML, JavaScript (JS), CSS, COBOL, JCL, C++ and Python foundation, and XML exposure

**Tools & Frameworks**: JQuery, Bootstrap, JSF, PrimeFaces

**Database/Other**: Oracle, MySQL, JDBC (MS Visio & MS Project for diagramming and scheduling)

**Education**:

ILLINOIS STATE UNIVERSITY (ISU) Dec. 2017

Bachelor of Science, Information Systems (3.26 Major GPA)

HEARTLAND COMMUNITY COLLEGE Jul. 2015

Associates of Art (3.3 GPA)

**Work and Experience**:

**State Farm** **Title**: *Property Claim Specialist* (Sept.2018-Present)

Accomplishments:

* Reduced tasks by 30% and lowered pending phone across the segment
* Lowered cost of operation by laying out cost efficient options to callers and time to consider before committing to more expensive options.
* De-escalated situations with heated customers to avoid taking team managers away from their work and reducing their calls and attention.
* Made efforts to set expectations with callers to reduce unnecessary calls

**Advanced Tech Solutions(ATS)** **Title**: *Help Desk Technician* (Jun.2018-Sept.2018)

Accomplishments:

* Worked towards lowering average wait time of callers to a goal of a 60 to 120 second max, even during peak hours.
* Put in additional effort to get FCR or ‘First Call Resolution’ when possible, was able to accomplished FCR’s
* Multi-tasked to try and get Average Handle Time (AHT) to under 10 minutes per call.
* Was recognized for recognizing and assisting in getting multiple provisioning requests in and setting the expectations for a client.