

PROFESSIONAL EXPERIENCE

Customer Service Representative
Shaws Supermarket, Milford

July 2019 - Present

- Utilize five steps of retail selling to connect with customers, qualify their needs, present solutions, close sales, and foster lifelong customer relationships.
- Supervise and mentor a team of 10-25 associates, ensuring efficient operations in a fast-paced environment.
- Manage and approve the work of baggers, checkers, and service desk clerks, maintaining high standards of customer service.
- Achieve operational goals related to labor costs, productivity, supply expenses, and cash management.

Microsoft Managed Service Provider Technician
Cloud Solved IT, Milford

June 2023 – February 2024

- Provided comprehensive support for non-hybrid and hybrid client environments.
- Managed Windows and Windows Server systems, ensuring optimal performance and security.
- Oversaw cloud services, including Azure and Microsoft portal management, using best practices in cloud security.
- Managed over 40 clients, deploying projects such as FIDO key rollouts.
- Helped clients meet governmental compliance standards.

IBM Accelerate Program (Client Engineering & Technical Sales)
IBM, Remote

June 2024 – July 2024

- Participated in the Client Engineering and Technical Sales track
- Developed & presented an AI-driven solution using WatsonX through a mock sales cycle
- Practiced resiliency by managing unexpected setbacks and maintaining project momentum
- Collaborated with a diverse team of peers and IBM professionals to enhance technical and professional skills
- Gained hands-on experience with IBM Cloud and WatsonX Assistant

EDUCATION

Framingham State University, Massachusetts
Bachelor of Science in Business Information Technology & Systems
Minors distinction in Computer Science
Expected Graduation: May 2025

ACTIVITIES

Student Government Association (SGA), Framingham State University

Senator, Financial Committee

May 2023 – Fall 2024

- Assisted in managing and allocating funds for student organizations, working closely with the Treasurer to ensure responsible budgeting and spending.
- Participated in policy development and performed weekly administrative tasks to maintain operational efficiency.

FOUNDATIONAL SKILLS

Time Management • Exceptional Verbal and Written Communication • Continuous Learning • Client Satisfaction • Team Player • Self-Starter • Adaptable • Problem-Solving • Sales Mindset • Resilience • Forward-Thinking

TECHNICAL SKILLS

Java • Spring Boot • SQL & PostgreSQL • Cloud Security (Azure) • IBM WatsonX Assistant • Web Development • Microsoft Server Systems • Version Control (Git) • Customer Relationship Management

