# Sonya Frost Resume

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**OBJECTIVE**

*Qualifications include an associate of applied science degree in Information Technology and advanced knowledge with networking technologies and PC support.*

**EDUCATION**

Better Weekdays University, St. Louis, MO 09/2015 – 5/2019

Degree in **Information Technology**  Concentration: **Networking**

- Student Ambassador

- Phi Theta Kappa Member

- Phi Theta Kappa Member - 2010 Distinguished Member for the Indiana Region

**SUMMARY OF SKILLS**

- Troubleshoot software and network applications

- Great knowledge in Cisco Routers and Switches and currently studying for CCNA

- Adequate knowledge with Cisco IP Phones

- Great knowledge with Active Directory

- Great knowledge with VMware, VirtualBox

- Proficient with Linux, Windows 7, Ubuntu, XP, Windows Server 2003/2008 and earlier operating systems

- Work with Ticket system: SpiceWorks, Autotask & OTRS

- Competent using Microsoft Office Suite 2010 & 2007

- Strong knowledge in PC support, diagnostic and repair

- Ability to work under intense pressure and as part of team

- Bilingual English/ French and fluent in Spanish

- **EMPLOYMENT HISTORY**

**Advanced Technology Services** Bilingual (French/English) Helpdesk Representative
**Abstract Technology Group** IT Consultant

06/2013-Current

- Basic-to-intermediate PC software and/or hardware systems support via telephone or
  e-mail in accordance with service level requirements

- Providing quality customer support from an information technology (IT) Help Desk
  and/or Call Center

- Support of Associate PC Help Desk Technician, and other Level I Technicians

Contact with internal and external IT customers, all help desk peers, and managers

- SAP Systems Support

- Basic Citrix Support

- Assist local business and residential clients with computer related issues

- Troubleshooting and fixing computers both Microsoft and Apple products

- Document network configuration

**Frontier School Corporation** 04/2012-12/2012 Desktop/Technology Support
Specialist

Administer network workstations and servers

12/2012-06/2013

- Investigate user problems, identify their source, determine possible solutions,
  test and implement solutions.

- Troubleshoot networks, systems, and applications to identify and correct malfunctions and other operational difficulties

- Document network and desktop problems and resolutions for future reference

- Assist personnel of other departments as a computer resource.

**Airwave Networks**

On-Site Network Technician and Call Center Representative

- Install and troubleshoot support to residents

- Replace and maintain network equipment

**Customer Service Representative (CSR)** Ryla Teleservices

- Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints

- Provide technical support to end-user

## OCCUPATIONAL LICENSES & CERTIFICATES

Technical Certificate in Information Technology Certificate in Cisco Routing and Switching Certificate of Completion

Latino Student Union Graduate Award Customer Service Training Community Activity Recognition Award Certificate of Appreciation

Certificate Academic Achievement 2016 McAllister Merit Award Winner Certificate of Achievement Certificate of Accomplishment Microsoft Office/Operating System Informatics Level 1