

Brooke Focht

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Education

Temple University

Major: Early Childhood Education

Credit Hours: 115

GPA: 3.83

Student Teaching

Henry Lawton Elementary School, Philadelphia, PA

August 2021-December 2021

Olney Elementary School, Philadelphia, PA

January 2022-May 2022

Harding Middle School, Philadelphia, PA

August 2022-December 2022

Lehighton Area High School

Class of 2019

Employment

Temple University IT Tech Support (student worker)

August 2020-January 2023

Provided on-demand, in-person technical support for professors while they livestreamed classes from on-campus classrooms. This included general application support for Microsoft Office (Word, PowerPoint etc.) and Windows support and troubleshooting of audio and video within the classroom environment. This included assisting with room/office cameras, projectors, and speakers, as well as resolving issues related to PC-based cameras and speakers as well as other peripherals like configuring multiple monitors. I also configured Zoom meetings and troubleshoot A/V and screen sharing issues.

Giant Food Store Employee

May 2020-August 2022

Communicated store policy to customers as well as maintained positive relationships with co-workers.

Lehigh Valley Health Network Rehab Support Tech

Present

Assists physical and occupational therapists with on-the-job duties as well as preparing equipment. Obtains patient information using computer software.

Certifications

MS-900: Microsoft 365 Fundamentals Certification

May 2023

Qualified to suggest Microsoft 365 solutions for resolving organizational IT issues. Familiar with the basics of cloud-based tools that support customers' productivity and cooperation.

Skills

Microsoft Office

Written and Verbal Communication

Problem-solving

Attention to detail

Organized