

# Corey Godfrey

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## Skills

- **Software:** Proficient in Microsoft Office, Microsoft Exchange, and HTML
- **Hardware:** Full computer assembly and disassembly, including all peripherals, i.e., monitor, printer, mouse and/or keyboard.
- **Certification(s):** Project Management, Microsoft Excel, Employee Discipline for Managers and Supervisors, Managing the Front Desk

## Experience

### Harvard Business School

**Boston, MA**

*Customer Support Technician(Intern)*

*January 2015-present*

- Staff service counter as first-line support for walk-in or phone customers resolving or referring the problem
- TSS "System down runner"- retrieve non-working computers from their campus location, and replace them when work is complete
- Scan and remove viruses, spyware, and rootkits
- Master and configure new HBS computers for deployment to users
- Accurately track, record and manage service tickets in call-tracking system
- Monitor and test fixes to ensure technical problems have been adequately resolved
- Set-up and configure of wireless devices such as Blackberry, iPhone, Windows Mobile, and Android
- Install and troubleshoot HBS-standard software suites including Microsoft Windows/office and Mac OS X

### Enterprise Rent-a-Car

**Arlington, MA**

*Customer Service Agent*

*March 2011 – August 2014*

- Demonstrated the company's defined customer experience by maintaining a friendly and customer focused approach which resulted in my branch receiving a high customer service score
- Picked up customers from their homes or various locations daily
- Transported vehicles to various locations and managed deposits daily

## Education

### Bunker Hill Community College

**Charlestown, MA**

*Associates Degree*

*January 2015*

- Business Management

### Year Up / Cambridge College

**Boston, MA**

*Information Technology Training*

*September 2014 - Present*

- Year Up is a one-year career-development program comprised of college-level courses, professional training, and a six-month professional internship in Information Technology
- Enrolled in the Information Technology track to prepare for a Tier 1 technician or helpdesk role
- Earning 24 college credits towards a Bachelor of Science in partnership with Cambridge College

## Volunteer Experience

### The Goree House

**Cambridge, MA**

*Project Management*

*July 2014 - Present*

- Co-organizer, promote, and budget a community event for over 300 guest
- Partner with Harvard Law School to help bring free legal services to at-risk young adults
- Collaborate with State Senator Sal DiDomenico to start the Goree House internship with his office

## **Awards**

- Year Up Boston: Professionalism Award

*2014-2015*