

# Kendra P. Castillo

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## **SKILLS:**

- Computer Literacy; Microsoft Office: Word, PowerPoint, Outlook, Excel and Visio
- Window7 and XP
- Computer Network Support
- Data Entry
- Ticketing system HP Service Manager
- Fluent in English and Spanish

## **WORK EXPERIENCE:**

### **Fidelity Investment**

**Boston, MA**

*Help Desk Intern*

*January 2012 – July 2012*

- Performed data entry of archives
- Monitored System Environments
- Escalated issues with guidance from team lead, to appropriate groups and tracked problem resolution using HP Service Manager
- Verified, updated and corrected documents
- Monitored Service Desk – responded to 50 or more emails/calls on a weekly basis
- Responsible for software implementation
- Handled remote access and pass word setup/resets

### **Au Bon Pain**

**Boston, MA**

*Cashier*

*March 2011 – July 2011*

- Handled cash, credit and gift card transactions
- Assisted customers with product selection
- Provided each customer with great service

### **Panera Bread**

**Waltham, MA,**

*Trainer*

*September 2009 - May 2011*

- Trained and managed approximately 70 new employees in customers relations, restaurant policies
- Prepared the food and delivered orders to costumers
- Updated company daily reports for food safety
- Handled cash, credit and gift card transactions
- Provided information about the various products on our menu to customers

## **EDUCATION:**

### **Year Up, Inc.**

**Boston, MA**

*Student*

*September 2011 – Present*

- Information Technology
- Dual Enrollment at Cambridge College
- Earned 18 college credits towards B.S, Business Management
- Business communications certificate
- CISCO IT Essentials: PC Hardware and Software
- CISCO IT Essentials II: Network Operating Systems

### **Greater Egleston Community High School**

**Roxbury, MA**

- Earned High School Diploma

*July - 2011*