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| Kendra P. Castillo  208 Chelsea Street, # 2 East Boston, MA, 02128  (617) 271-1272 ǀ Kendra.castillo.kc@gmail.com |

**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*