**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*