Cerita Kelly

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http://cerita.github.io

SKILLS

- **Languages/Web:** HTML, CSS, JavaScript, Java
- **Operating Systems:** Windows XP, Windows 7, iOS, Chrome OS
- **Software:** Microsoft Word, Excel, Outlook, Powerpoint, Google Drive, Photoshop, Premiere Pro

WORK HISTORY

Level 1 Tech Specialist | CCSD 146 - Fulton School, Tinley Park IL | Aug 2012 - Present

- Provide technical support at Fulton School to 600+ students and staff.
- Deploy, maintain, and troubleshoot software and hardware problems for 1000+ pieces of equipment including, but not limited to: PC laptops, iPads, Samsung Chromebooks, HP Printers.
- Support the installation, maintenance, training and use of software and web applications including, but not limited to: iOS apps, Google for Education, Microsoft Office, Power School, Accelerated Reader, MAP, PARCC.
- Maintain a log of all activities and hardware inventory using District maintenance applications.
- Support school web pages, photos, and video using vendor developed tools.

Information Technology Intern | Saint Xavier University, Chicago, IL | Jan 2011 - Jun 2012

- Provided in person, phone, and remote help desk support for issues regarding Blackboard, University e-mail, Domain logins for 5000+ users.
- Repaired workstations, installed software and software updates in computer labs, assisted with equipment setup and relocation.
- Utilized a ticketing system to maintain a database of work orders with attention to detail and clarity.

Graphic Design Intern | Brother Rice High School, Chicago, IL | Sept 2010 - Dec 2010

- Created promotional materials for web and print, including fliers pertaining to the school's entrance exam and open house events using Adobe Photoshop.
- Created graphics for the school's social media account and website, introducing me to the Wordpress interface.

Teaching Assistant/Tutor | Saint Xavier University, Chicago, IL | Jul 2010 - May 2011

- Tutor for the CMPSC206 Virtual Worlds class. Helped professor on lecture days and monitored student lab days.
- Teaching assistant for a Summer Camp utilizing Scratch software to teach basic programming skills to high school aged girls in both 2010 and 2011.

EDUCATION

Bachelor of Science, Computer Science | Saint Xavier University, Chicago, IL | May 2012