

# Charlie Carroll

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Recent graduate of an intensive IT program focused on developing skills in technical support to obtain the Google IT Support Professional certificate. 4+ years of experience in customer-facing roles have led to strengthened skills in communication, customer service, and client management.

## RELEVANT SKILLS

• Technical Support & Troubleshooting • Ticketing System • User Training & Support • Operating Systems Installation • Software Installation & Configuration • Customer Service • Microsoft Office 365 • Hardware Installation • Developing Evaluation Strategies

## EDUCATION

Merit America • *Virtual*

2022

### Google IT Support Professional Certificate

- Skill development includes **troubleshooting, customer support, networking, operating systems, systems administration, and security** — all the fundamentals of IT support that are critical for success in the workplace; comparable to the latest CompTIA A+ certification.

### Additional Skill Development

- Completed hands-on coursework covering **Microsoft 365, Windows 10, Spiceworks** ticketing system, and **fundamental cloud concepts**.

Erie County Technical • *Vocational School, Erie, PA*

2019

### Graphic Communications

- Skill development includes **logo design, graphic design, Adobe Photoshop, InDesign, Illustrator, Adobe Animate, printing fundamentals, inkjet printing, laser printing, wide-formatted printing, offset printing, bindery basics, and ticketing systems**.

## PROFESSIONAL EXPERIENCE

Freelance Designer • *Virtual & Erie, PA*

2020 – Present

- Designed graphics such as logos, character design, posters, pamphlets, digital rendering, t-shirt designs, and more utilizing Photoshop CS6, Adobe Illustrator, Adobe InDesign, PaintTool SAI 1 & 2, and GIMP.
- Collaborated with clients to communicate changes, negotiate prices, and adapted designs to confirm clients' satisfaction in a timely manner, before the set deadline.
- Diligently managed files by utilizing a file storage system, and Google Sheets for the purposes of keeping accurate records, and keeping track of finances.
- Advertised using social media such as Twitter, Instagram, TikTok, Tumblr, Reddit, Discord, and in games to reach a targeted audience, also utilized market research to figure out the best hashtags, and time of day to reach a wider audience.

Associate • *Aldi's, Erie, PA*

2020 – 2020

- Served up to 1000 customers per hour by using attention to detail to carefully process products and organize them strategically so that customers can efficiently and easily locate their items.
- Stocked and organized products to match planning of merchandising by proactively noticing when certain products are low in stock, and effectively restocking products. This enhanced customer satisfaction and caused the store's profit to grow, as customers could receive the product they wanted, and the product was available to be purchased.

Associate • *Cinemark, Erie, PA*

2019 – 2020

- Managed skillful multitasking and time management by running the restaurant, Reggie's, and Starbucks combination at once; this improved customer satisfaction and saved the company money, as they did not need to hire a new team to run the Starbucks.
- Attained many important positions within the company, such as usher, ticket clerk, connectionist, kitchen support, and cashier by learning how each role develops strategies to improve customer relations this saved the company money, as I was trained to do everything and would fill in for anyone who called off, so they did not need to pay an extra team member to fill in.
- Studied menus and other product materials to gain expert knowledge, allowing for fast and accurate customer service, leading to increased customer loyalty and retention.
- Researched and analyzed movies to provide accurate and specific movie recommendations based on customers' requests or interests.
- Sustained quality and swift customer service with high customer volume; this increased customer satisfaction and profits as products could be sold quickly, with impressive customer service.