

# Charles Carter

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## Education

**University of Louisville**, Louisville, KY  
*B.S.B.A in Computer Information Systems*

*Expected: May 2024*

## Experience

**Zip Line Tour Guide** | Louisville Mega Cavern | Louisville, KY

*March 2021 – Present*

Performed customer engagement skills to ensure a memorable experience for all, supervised all use safety equipment, introduced guests to historic displays and features.

- Entrusted to conduct complete inspections of all course components and gear daily.

**Front Desk Supervisor** | Executive Strike and Spare | Louisville, KY

*August 2019 - November 2019*

Managed customer complaints and rectified issues to ensure satisfaction, developed lasting relationships with customers that built loyalty and drove revenue, corrected guest issues in a timely manner.

- Entrusted to perform opening and closing responsibilities after 1 month of work.

**Tech Help Desk Support** | Boyle Country High School, Danville, KY

*August 2017 - May 2019*

Responded promptly to incoming request for technical support from staff members/students, repaired hardware to resolve technical issues, explained technical information in clear terms to promote understanding to non-technical individuals.

- Maintained composure and patience in face of difficult situations to resolve issues promptly.

## Skills

- |                    |                                  |
|--------------------|----------------------------------|
| • MySQL            | • WordPress                      |
| • HTML, CSS        | • Business Process Modeling      |
| • Angular          | • Project Management             |
| • Microsoft Excel  | • Product Development            |
| • Microsoft Access | • Written and Oral Communication |

## Involvement

**Philanthropy Chair** | Tau Kappa Epsilon | Louisville, K.Y.

*January 2021 – January 2023*

- Organized and ran events to raise money for St. Jude Children's Research Hospital
- Monitored resource allocation and personnel recruitment for events.
- Developed partnerships with local businesses to secure third party donations.