

Dakota Long

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Greenville, NC 27858

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Education:

August 2014-
Present **East Carolina University**, Greenville, NC
Bachelor of Science in Computer Science

Experience:

June 2016-
Present **Alliance One International, Inc.**, Farmville, NC
I.T. Help Desk, Intern

- Desktop support for over 300 employees including hardware and software issues.
- Entering help information into tracking systems, prioritizing requests, evaluating requests, resolving requests, and escalating requests as required, as well as following-up with end-users for 5000 employees worldwide.

March 2015-
June 2016 **Harris Teeter**, Greenville, NC
Customer Service Clerk

- Maintained customer service relations for hundreds of customers per day.
- Managed schedules and breaks for an average of 20 employees at a time.
- Counted and secured tills throughout the day and at night.
- Worked my position up from cashier to customer service in less than a year.

April 2012-
December 2015 **Bill Ellis Barbecue**, Wilson, NC
Kitchen Manager

- Managed kitchen activities and breaks for an average of 10 employees at a time.
- Aided in food preparation.
- Catered events for up to 3000 people.

Skills:

- **Languages:** Java, C++, C, SQL, HTML, CSS.
- **Applications:** Eclipse, Android Studio, Visual Studio, Microsoft Word, Excel, PowerPoint, Outlook.
- **Database Systems:** Oracle DB.
- **Operating Systems:** Windows, Linux.

Honors/Activities:

- GPA: 3.354
- ECU Excels Award
- National Society of Collegiate Scholars
- Intramural Racquetball