Well versed with Microsoft Word, Excel, PowerPoint, and OneNote

Quick comprehension

Frequent use of social media

Education

**Florida Institute of Technology**

Major: Information Management - Graduated: May 5, 2012

Order of Omega Greek Honors Society

Phi Eta Sigma Honors Fraternity

**Lambda Chi Alpha, Beta Nu Zeta**  *Initiated December 2009*

* President – Vice President – High Standards
* Manage entire chapter workings and wellbeing of individuals and overall chapter
* Singlehandedly planned our annual formal
* Over 300 hours of community service last school year, currently over 100 this year
  1. Includes picking up over 3,000 pounds of food donations for the North American Food Drive

**Delta Mu Delta Business Honors Fraternity** *Fall 2011*

* President
* Introduced guest speakers at multiple luncheons and dinners for school board members

**Organization of Business Professionals - IMA Florida Tech Student Chapter** *Fall 2011*

* President
* Founding Member

**FIT Orientation Team** *Fall 2010 & Fall 2011*

* Helped new students move in, adjust to school, and make friends

Work Experience

**Office Depot**

*Customer Service Representative Feb. 2009 – April 2012*

* Redesigned the work-order flow of the tech bench so that it is more efficient and stays organized
* Provide technical support and information to technical and nontechnical oriented general public
* Employee of the Month multiple times
* Sales experience with products and warranties including explaining features and benefits as well as upselling

**Internal Revenue Service (IRS), Department of Treasury**

*Desktop Support Intern Summer 2008 & 2010*

* Designed, configured, implemented & monitored a network printer program to monitor toner levels throughout the network. Program would warn department managers when toner level was low and new toner needed to be ordered.
  + Project continued by another employee and has saved $1,000s from eliminating surplus toner and ink supplies
* Tracked IT related hardware for the mandatory Annual Inventory Certification program
* Removed all data from old computers according to Department of Defense Standards