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<https://www.livecareer.com/resume-search/r/it-support-officer-6234358e9eb644d3b3f9aa8a80633aab>

	<ul style="list-style-type: none"> <li>• Provided base level IT support to non-technical personnel within the business.</li> <li>• Managed call flow and responded to technical support needs of customers.</li> <li>• Provided on-call support for critical issues.</li> </ul>
	<b>IT SUPPORT SPECIALIST</b> 06/2011 to 04/2013 <b>Global Communications   City, STATE</b> <ul style="list-style-type: none"> <li>• Built and provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems.</li> <li>• Evaluated and responded to incoming sales leads and requests for technical support assistance.</li> <li>• Provided base level IT support to non-technical personnel within the business.</li> <li>• Managed call flow and responded to technical support needs of customers.</li> <li>• 4 years of technical support experience.</li> </ul>
<b>EDUCATION</b>	<b>Associate of Science   Computer Information Systems (DEC) 2017</b> <b>Community College of Allegheny County</b> <ul style="list-style-type: none"> <li>• Coursework in Information Technology and Computer Applications</li> <li>• Coursework includes Computer Programming</li> <li>• Coursework in Database, Introduction to Information Technology, System Analysis and Designs</li> <li>• Microsoft Office Specialist (MOS)</li> </ul>
	<b>Bachelor of Arts   Mass Communications 2007</b> <b>Olabisi Onabanjo University</b> <ul style="list-style-type: none"> <li>• Acquiring good communication skills</li> <li>• Good writing and reading skills</li> <li>• Reporting and editing skills</li> </ul>
<b>ACCOMPLISHMENTS</b>	

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## How this resume score could be improved?

Many factors go into creating a strong resume. Here are a few tweaks that could improve the score of this resume:



### Resume Strength

- ! Length
- ! Personalization
- ! Target Job
- ! Typos

## Resume Overview




### School Attended

Community College of Allegheny County  
Olabisi Onabanjo University



### Job Titles Held:

It Support Officer  
It Support Specialist



# Degrees

Associate of Science

Bachelor of Arts

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# Similar Resume

ADMINISTRATION SUPPORT OFFICER		
<b>SUMMARY</b> Administrative Support with talent for assisting the elderly and their families while providing quality of care. Strong knowledge of Business Office tasks and Social Working tasks. Communicative and team-oriented with proficiency in Point Click Care. Proven history of fostering completion of tasks to meet team, individual and management objectives.		
<b>SKILLS</b> As a Social Worker for a Long Term Care Facility, my skills are as follows:		
<b>EXPERIENCE</b>		
<b>LEGACY HEALTH SERVICES</b> Oregon, OH		
<b>Administration Support Officer</b>	10/2016 to 09/2020	
<ul style="list-style-type: none"><li>Automated office operations, managing client correspondence, record tracking and data communications in database and case management software.</li><li>Assisted in changing from manual to Point Click Care for medical recordkeeping, keeping detailed records before, during and after switch.</li><li>Documented information in patient charts and communicated status updates to interdisciplinary care team.</li><li>Engaged with patient family and friends to provide courteous, efficient visit experience.</li></ul>		
<b>ADDUS HOMECARE CORPORATION</b> Olathe, KS		
<b>Receptionist Assistant</b>	10/2016 to 09/2020	
<ul style="list-style-type: none"><li>Scheduled and confirmed appointments.</li><li>Entered data in PCC software to keep records of medical information.</li><li>Prepared, compiled and filed documents as well as reports presented to various parties.</li><li>Managed more than 30 incoming calls per day.</li><li>Provided clerical support to all team members to improve office efficiency and enhance productivity.</li><li>Received incoming packages and mail, disposed parcels and shipped outgoing items for team of all departments.</li><li>Screened and verified visitors for identification credentials and purpose of visit to maintain security of personnel and office environment.</li><li>Directed clients to appropriate personnel to address concerns, resolve complaints or answer account-related questions.</li><li>Maintained professional tone at all times, including during peak rush hours.</li><li>Greeted customers, answered general questions and directed to appropriate locations.</li><li>Communicated with vendors to place and receive orders, request maintenance services and deliver instruction on behalf of office management.</li></ul>		
<b>JAMES RIVER CARE AND REHABILITATION CENTER</b> City, State		
<b>Business Office Manager</b>	03/2003 to 09/2016	
<ul style="list-style-type: none"><li>Monitored office inventory to maintain adequate supply levels and order products.</li><li>Performed billing, collection and reporting functions for Medicare and Medicaid office generating over \$-annually.</li><li>Liaised with customers, addressed inquiries, handled meeting requests and answer billing questions to provide outstanding customer care.</li><li>Automated office operations, manage client correspondence, record tracking and data communications in</li></ul>		

Administration Support Officer

James River Nursing And Rehabilitation Inc.

Strafford, Missouri

### ADMINISTRATION SUPPORT OFFICER

**SUMMARY**

Knowledgeable Fire Alarm & Sprinkler Inspector with over 5 years of experience in the maintenance, installation, inspection, and testing of fire alarms and the sprinkler systems. Skilled at interpreting instrument and meter readings, wiring diagrams and technical publications. Expertise in inspecting, testing and maintaining fire alarm & fire sprinkler detection systems.

**SKILLS**

- Experience in inspecting fire alarm and fire sprinkler systems and life safety.
- Deep knowledge of the dry and wet systems, fire pumps and fire alarm panels.
- Exceptional ability to interact and maintain relations with the fire department.
- Ability to read and comprehend blueprints and diagrams.
- Ability to follow verbal and written instructions.
- Highly experienced, and knowledgeable in fire alarm testing on panels, smokes, heat, pull stations, tamper, flow switches, and sensitivity testing on smoke.
- Understanding of industry standards and protocols.
- Exceptional knowledge in organizational skills and time management.
- Knowledge of Seattle Fire Code (NFPA 72, NFPA 25 & NFPA 13).

**EXPERIENCE**

03/2015 to 08/2017

**Administration Support Officer**

DECA - City, State

- Automated office operations to manage client correspondence, record tracking and data communications.
- Distributed company correspondence, including memos and updates to reinforce and apprise departments and divisions of corporate objectives and developments.
- Handled supply purchases and inventory.
- Perform basic account maintenance procedures to ensure files, logs, and reports are complete.
- Ensure adequate stock and operating supplies are maintained.
- Monitored financial bookkeeping for accuracy and compliance, resolving identified discrepancies.
- Improved operational efficiencies, managing work requests, new orders, pricing and changes while coordinating logistics to verify delivery dates.
- Operate computer systems to input or correct data, and produce documents, reports, shelf labels and signs.

## Administration Support Officer

### DECA

### Spanaway, Washington

**EDUCATION AND TRAINING**

High School Diploma  
Frederick High School, Frederick, MD  
January 2009

Certified Nursing Assistant (CNA)  
January 2012

SenState Certification, State of Maryland  
January 2015

CT Community for Addiction Recovery (CCAR)  
January 2016

Medical Technician Certificate  
Chrysalis House, Inc., Maryland  
January 2022

CPR and First Aid Certificate  
Chrysalis House, Inc., Maryland  
January 2022

### CHIEF OPERATING OFFICER ASSISTANT & CLIENT SUPPORT

**SUMMARY**

Chief Operating Officer Assistant & Client Support with over 10 years of experience providing quality care and support to clients in residential settings. Skilled in facilitating group therapy sessions, providing individual counseling and crisis intervention, while advocating for clients and their families. Expertise in creating a safe and secure living environment, monitoring client behavior and progress, and educating clients on relapse prevention techniques. Proven ability to develop comprehensive client care plans and coordinate with other team members to ensure a comprehensive approach to client care.

**SKILLS**

- Executive Schedule Management
- Inquiry Response
- Administrative Support
- Data Research and Compilation
- Records Management Databases
- Verbal and Written Communication
- Document Filing and Retrieval
- Critical Thinking
- Report Distribution
- Reports and Financial Statements
- Administrative Oversight
- Training and Development
- Administration and Reporting
- Teamwork and Collaboration
- Staff Training
- Onboarding and Orientation
- Managing Operations and Efficiency
- Performance Tracking and Evaluation
- De-escalation Techniques
- Multitasking and Prioritization
- Issue and Complaint Resolution

**EXPERIENCE**

**CHIEF OPERATING OFFICER ASSISTANT & CLIENT SUPPORT**

Chrysalis House, Inc. | Chrysalis, MD | January 2020 - Current

- Assist Chief Operating Officers with duties as needed.

## Chief Operating Officer Assistant & Client Support

### Chrysalis House, Inc.

### Frederick, Maryland

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