

# FAITH BURNETT

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## Entry Level Help Desk Analyst

### SUMMARY OF QUALIFICATIONS

Customer Service professional with 15 years of experience improving customer satisfaction, answering inquiries and problem solving. Utilize effectively listening to research and identify customer issues while providing effective solutions to problems presented. Undergraduate student seeking Bachelor's Degree in Computer Information Systems gaining understanding of networking and cloud computing.

### CORE COMPETENCIES

Troubleshooting	Data Authentication	Detail Oriented
Research	Rapport-Building	Critical Thinking
Organization	Communication	Adaptability
Networking	Software Installation	Computer Repair

### TECHNICAL PROFICIENCIES

**Operating Systems:** MacOS, iOS, Windows, Linux

**Software Applications:** Microsoft Office, Figma, Visual Studio Code, Visual Studio Community, Netbeans, Eclipse, IntelliJ, Arduino, Git, MySQL, iWork, Azure, VirtualBox

**Programming Languages:** C++, C#, Java

**Scripting Languages:** Python, JavaScript

**Database Languages:** SQL

**Markup Languages:** HTML, CSS

### EDUCATION

DeVry University – Addison, IL Present

**Bachelor of Science in Computer Information Systems: Software Programming**

- **Expected Completion:** 01/2025
- **Relevant Courses:** Computer Information Systems, Intro to Tech and Information Systems, Intro to Operating Systems, Critical Thinking & Problem Solving, Intro to Digital Devices, Intro to Programming, Intermediate Programming, Fundamentals of Cloud Computing, Fundamentals of Information Technology & Networking, Fundamentals of Information Systems Security

### PROFESSIONAL EXPERIENCE

Amazon AMXL – St. Peters, MO 08/2023-Current

**Warehouse Associate**

- Sort product shipments by scanning product codes, organizing products by route, and scanning route codes.
- Adhere to safety protocols, ensuring the proper operation of equipment to minimize workplace accidents.
- Collaborate with team members for handling product that required multiple personnel to lift.

Menard's – St. Peters, MO 12/2021-12/2022

**Sales Associate**

- Maintained inventory counts through company's inventory User Interface (UI) by scanning product and changing counts according to product on-hand for accuracy representation of stock.

- Provided product information, brand details and product recommendations to assist customers in their home project completion including potential alternatives tailored to their needs.
- Troubleshooted in-store equipment such as printers, computers, and paint mixers and escalated to manufacturer when replacements or repairs were needed.

Amazon – St. Peters, MO

07/2021-12/2021

Flow Associate

- Scanned incoming products, organized product by size and stored in correct sized bin.
- Kept up with a high paced environment scanning 180 items per hour increasing departments productivity.
- Prepared orders by scanning products, placing products in correctly sized packaging, adhering required safety labels and sealing packages for shipment.

Home Goods – St.Petersburg, FL & St. Peters, MO

11/2019-07/2021

Merchandise Coordinator, Receiving Coordinator

- Used popular products or a set of products that worked cohesively to design attention grabbing displays.
- Monitored sales to see which products were selling fastest and moved them closer to high traffic areas for improved sales.
- Managed a team of 7 in the receiving department ensuring trucks were offloaded in a 4 hour window to improve efficiency.

Amazon AMXL – St. Petersburg, FL

08/2018-11/2019

Warehouse Associate

- Sort product shipments by scanning product codes, organizing products by route, and scanning route codes.
- Adhere to safety protocols, ensuring the proper operation of equipment to minimize workplace accidents.
- Collaborate with team members for handling products that required multiple personnel to lift.

Label Insight – St. Louis, MO

08/2017-11/2018

Data Entry Clerk

- Used company's UI to sort through product information and kept detailed records on ingredients for each one.
- Carefully analyzed each product's information to ensure they were marked with the correct labels to maintain safety standards for our customers.
- Communicated with superiors if product descriptions were unreadable or didn't have enough information to accurately record the data.

LaQuinta – Maryland Heights, MO

11/2013-08/2018

Front Desk Representative, House Keeping Supervisor

- Took guest reservations and requests from over the phone while also making sure our in-person guests were taken care of in a timely manner.
- Led a team of 7 to ensure the cleanliness of over 100 rooms performing inspections on rooms daily to maintain our quality standards.
- Kept detailed inventory and completed orders to make sure employees had the supplies needed to perform their duties.