

Greg Keel, B.S

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PROFESSIONAL SUMMARY

A Technical Support candidate looking to utilize skills in customer service, knowledge of computer systems, and technical procedures. Well-versed in client communication with the ability to explain complex technical details in easy to understand terms. Operating knowledge for MS Applications, HTML and CSS.

Skills:

- **Computer Skills with Strengths in Word, Excel**
- **Customer Service**
- **Technical Troubleshooting**
- **Computer Hardware**
- **Phone/Online Support**

Professional Experience

PictureU (Dunwoody, GA)

September 2018 – January 2019

An imaging and data capture technology company that specializes in events and seasonal marketing

Support Technician Tier I

September – present

- Operate as a point-of-contact for end-users diagnosing, troubleshooting, and resolving hardware and software problems
- Provided Tier 1 Help Desk support to end-users by delivering technical support related to Windows OS, PictureU software, and peripheral devices
- Used ticketing based-system to communicate with customers and keep managers updated
- Resolved user-identified issues with applications, printers, computer networking and installation.
- Employed remote desktop connections for peer to peer file sharing associated with remote IT assistance
- Applied skype to communicate with supervisors and other PictureU employees to deliver solutions to end-users
- Assisted in packaging and logistics monitoring for hardware requests

5 Points Electrical (Norcross, GA)

January 2018 – September 2018

An electrical company involved on-site as well as servicing company electrical problems

Junior Estimator

May 2018 – September 2018

- Utilize ReVue estimating software and Excel to prepare
- Analyze specifications, project documents, and designs to extract relevant information
- Communicate with lead estimator and project manager on potential challenges

- Produce information requests regarding issues with specifications and designs

Goldin Athletic Training Association (Johns Creek, GA)

May 2017 – Present

A privately owned personal training organization with 300+ clients

Client Relations Manager

Served in a managerial role helping connect clients to trainers.

- Created new accounts for users while instructing them on how to operate the mobile website.
- Recorded exercise data for 100+ clients, and used these numbers to analyze procedures to improve athlete performance.
- Employed Google Applications to facilitate excel spreadsheets encompassing member data to trainers for implementation of individualized programs.
- Maintained company website, troubleshooting issues to resolve complications.
- Arranged appointments for 200 members weekly.
- Consulted with customers to provide best possible service for individual needs.
- Answered questions and concerns regarding service

EDUCATION

Bachelor of Science (Exercise Science). Berry College (Mount Berry, GA) 2012-2017

High School Diploma. Alan C. Pope High School (Marietta, GA)

RELEVANT PROJECTS

- Working towards achieving CompTia A+ certification.
- Using Mock ups and Wix software to create company websites