**Charlotte R. Dews**

830 Smokey Oak St. Lancaster, Texas 850.405.7116

**Jac8love2009@outlook.com**

Experienced and knowledgeable Technology/Accounting Professional seeking to contribute to a Helpdesk or Business Office that demands high performance. I am a Support Professional with superior Customer Service Support and employee management. I can relate effectively with people in a variety of roles and situations. My abilities allow me to offer the most advance set of skills to management, end user support, and call center environments.

## 

### **Experience**

**Bank of America/Merrill Lynch - Dallas, Texas**

**Officer Senior Analyst February 2001-October 2017**

* Provided technical support Asset Management, Investments business and Mortgage Application Support.
* Resolving Utilize Remote pc application to repair workstation application/system software problems
* Responsible for troubleshooting hardware and software issues for internal clients
* Administered network accounts/projects on multiple domains and, provided install/setup for new applications.
* Act as liaison between the business and technical teams, both in-house and vendor.
* Specialist within product support on both the business areas and the systems. Take ownership of issues or problems received from both external and internal clients. Utilize Cisco online classes for continuing education for end user support.
* Resolved problems with software related problems. Provide point of contact information for additional info SME Applications.
* Monitored and troubleshoot Wan and LAN credit card connectivity for Frame Relay, ISDN, and network environments.
* Advanced knowledge configuring computer and other network problems.
* Managed billing discrepancies, account payable and receivables.
* Responsible for the resolution of client questions and monitored contracts company’s
* Balanced batch files to ensure company house accounts were accurate.

**Accounting Skills**

Processing of Customer Payments Balancing accounts

Entering vendor invoices Document financial transactions

Review balance payments

**Technical Skills**

Desktop Remote Control Tools ITSM-Remedy Incident Tracking

Cisco VOIP Telephony’ Blackberry, IOS Mobile devices-Apple, Blackberry

Bank Mainframe Operating Systems Support remote users-VPN

MS Operating Systems

Education

**O.D. Wyatt High School,** Fort Worth, Texas