

OBJECTIVE

To obtain a challenging internship applying teamwork and creative problem solving for Summer 2018.

WORK EXPERIENCE

Kent State University, Kent, Ohio

May 2016 – Present

Lead Student Helpdesk Agent

- Provide tier one and tier two computer support for Kent State University faculty, staff, and students.
- Directly solve support request and track service via ticketing system.
- Work with other team members to facilitate and improve customer experience.
- Train Helpdesk team members and new hires.

The Flash District, Kent, Ohio

September 2015 – May 2017

Co-Founder/ Director of Community Involvement/ Repair Specialist

- Student run website moving student events from paper and postings to digital world.
- Coordinated scheduling for meetings with the customer.
- Crafted problem solving techniques.
- Examined devices in order to execute the repair.

UltraTech Machinery, Cuyahoga Falls, Ohio

Summers 2013 and 2014

Office Assistant

- Created documentation for shop orders.
- Demonstrated organization skills through multi-tasking.
- Utilized critical thinking to create excel spreadsheets.

EXPERIENCE

Leadership, HTML, CSS, Responsive Web Design, GitHub, Sketch, Atom, Brackets, Oracle SQL, Customer Service

ORGANIZATIONS

Public Relations Chair of Digital Scientists

September 2016 – Present

EDUCATION

Bachelor of Science

Kent State University

Major: Digital Sciences

Minor: User Experience Design

Expected Graduation: May 2019

Kent, Ohio

Overall GPA: 3.506

HONORS

Dean's List

President's List

Dean's List

Spring 2016

Spring 2017

Fall 2017