KARISSA BRYANT

ENTRY-LEVEL IT SUPPORT | SQL & EXCEL | CIS GRADUATE

Oklahoma City, Oklahoma | kbry4hire@outlook.com | 405-206-4110 | [GitHub Portfolio Link](#)

SUMMARY

Tech-savvy support specialist and recent CIS graduate with hands-on experience in SQL, data analysis, and accessibility-focused web development. Proven strengths in troubleshooting, client communication, and using technology to solve real-world problems. Passionate about technology education in mission-driven organizations.

PROFESSIONAL EXPERIENCE

Seasonal Customer Service, Amazon   **Sep 2022 - Jan 2023**
- Supported delivery drivers through real-time issue resolution
- Troubleshot logistics system errors and coordinated escalations
- Used internal systems to update delivery statuses, issue replacements or refunds, and document cases accurately.
- Resolved escalated cases involving delayed, lost, or misdelivered packages with empathy and efficiency.

Member Service Representative III, Navy Federal Credit Union   **Jul 2016 - Apr 2020**
- Resolved complex account issues using banking systems and secure protocols
- Educated members on digital tools and ensured regulatory compliance
- Delivered high-quality service in a fast-paced, customer-focused environment

PROJECTS

Capstone: Thriving Friends Website   **Aug 2023 - May 2025**
Oklahoma State University, Oklahoma City, Computer Information Systems
- Developed an accessibility-compliant nonprofit website using HTML/CSS
- Implemented responsive layout, volunteer form, and resource blog
- Prioritized WCAG compliance and cross-browser functionality

SQL & Excel Projects
- Wrote SQL queries to manage academic databases
- Built Excel dashboards with formulas and pivot tables for data analysis

SKILLS

SQL	C#	Excel (Pivot Tables, Charts)
Python	HTML/CSS	Responsive Web Design
Wordpress	Github	Data Modeling

EDUCATION

Associate of Applied Science in Computer Information Systems   **Aug 2023 - May 2025**
Oklahoma State University, Oklahoma City
- Relevant coursework in SQL, C#, Python, Excel, Systems Analysis, Accessibility Standards

Frontend Web Development
(2023) Udacity Nanodegree