




Kory Young

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Education

MAY 2023

**Associate of Applied Science Degree, Electronic Media Technology
/ University of Cincinnati Blue Ash College, Blue Ash OH**

Cumulative Class GPA: 3.3

MAY 2023

**Web Production Certificate, Electronic Media Communications
/ University of Cincinnati Blue Ash College, Blue Ash OH**

Cumulative Class GPA: 4.0

JUNE 2018

**High School Diploma
/ Fairfield Senior High School, Fairfield OH**

Experience

FEBRUARY 2021 – MAY 2021

IT Support Intern / Atos, Mason OH

- Answered incoming calls and fulfilled requests to the help desk.
- Filled out service tickets for incoming calls and chats.
- Organized and completed up to 40 incoming ticket requests per day.
- Made follow-up calls to clients ensure satisfaction.
- Worked remotely and in office.

MAY 2019 – AUGUST 2019

IT Manager Intern / Monti Inc., Cincinnati OH

- Assisted the IT Manager with daily tasks.
- Set up and maintained 50+ company PCs.
- Aided employees with technology issues.
- Managed the company's database.
- Oversaw installation of hardware and software.

Skills

- HTML/CSS
- JavaScript
- Figma
- Adobe Illustrator CC
- Adobe Photoshop CC
- Adobe Animate CC