

Tawk Cin

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Recent graduates of an intensive IT program focused on developing skills in technical support resulting in obtaining the Google IT Support Professional Certificate. 5+ years of experience in customer-facing roles have led to developed skills in communication, customer service, and client management.

RELEVANT SKILLS

Microsoft Office 365 • Technical Support & Troubleshooting • Ticketing System
User Training & Support • Operating Systems Installation • Software Installation & Configuration
Customer Service • Data Entry • Power User • Web developing, HTML, CSS, JavaScript, SQL
• Troubleshooting computer hardware and software • Basic Programming Skill, Java, Python

EDUCATION

Merit America (Amazon Career Choice)

Google IT Support Professional Certificate

- Skill development includes **troubleshooting, customer service, networking, operating systems including Linux OS, systems administration, and security** — all the fundamentals of IT support that are critical for success in the workplace; aligns with the objectives covered by the newly updated CompTIA A+ certification

Additional Skill Development

- Completed hands-on coursework covering **Microsoft 365, Excel, Windows 10, ServiceNow** ticketing system, **fundamental cloud concepts**, and PC maintenance and performance

Springboard (Amazon Career Choice)

- **Software Development Career**

11/ 15/ 2023

Coursera

- **Google IT Automation with Python Certificate**

08/ 15 /2023

PROFESSIONAL EXPERIENCE

Transportation Associate TA (L3) • Amazon, Texas

05/2021-Present

- Check in and check out incoming and outgoing semi-trailer trucks using computer systems
- Moving trailers in the yard
- Utilizes various computer applications to manage loads arrival and departure for yard processes

Inbound | Outbound | Gate Keeper | Problem Solver | Ambassador • Amazon, Indiana and Texas

07/2015- 07/2020

- Performing to meet business requirements
- Effectively fixed data errors for Amazon products and updated with the correct information for customers will receive the correct item in their order
- Resolving inventory issues as best as possible to keep inventories defect clear
- To train new hire personals (associates)

IT Support Specialist • Siri, Malaysia

07/2011-07/2014

- Installed computer network devices, hardware and software for customers
- Troubleshooting computer issues and problem solved for any issues that arose within the company
- Setting up local network for individual homes
- Utilizes Windows OS and Mac OS and Linux (Ubuntu) to support business operations