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Summary

"IT Support Specialist & Problem Solver | Passionate about Enhancing Customer Experience through Technology"

Experience



Office Administrator & Technical Support

Bond, James Bond, Inc.

Aug 2022 - Present (1 year 7 months)

- Technical Troubleshooting:

Resolved technical issues with office equipment and software, ensuring operational efficiency.

- IT Support:

Provided first-line support for software and hardware problems, assisting colleagues with IT-related inquiries.

- Data Management:

Maintained and organized digital filing systems, optimizing data retrieval processes.

- Technical Reporting:

Developed detailed technical reports and presentations, leveraging advanced office software skills.

- Communication Technology Usage:

Utilized various communication platforms for team collaboration and support.



Driver

Lyft

Apr 2021 - Nov 2022 (1 year 8 months)

- Customer Service Excellence:

Managed diverse customer interactions, ensuring satisfaction and maintaining high service standards.

-Technical Aptitude:

Utilized and troubleshooted the Lyft app and navigation tools, demonstrating problem-solving skills and technological fluency.

-Efficient Task Management:

Balanced multiple tasks and rides, showcasing strong time management and organizational abilities.

-Quality and Compliance Focus:

Maintained vehicle to company standards and adhered to safety regulations, reflecting attention to detail and commitment to quality.

-Adaptive Learning:

Responded to customer feedback to enhance service experience, illustrating a continuous improvement mindset and adaptability.



Marketing Assistant

Concrete Pump Supply LLC

Jun 2020 - Apr 2021 (11 months)

-Technical Proficiency:

Utilized skills in Microsoft Office, Adobe Photoshop, and Premiere Pro for various projects.

-Content Creation and Editing:

Contributed to recording, curating, and editing video content in diverse marketing campaigns.

-Product Management and Presentation:

Photographed, cataloged, and listed thousands of products on the company website, enhancing online visibility and sales potential.

-Market Research and Analysis:

Conducted quantitative and qualitative research analysis into competitors' online-social media presence, engagement rates, and customer feedback, informing marketing strategies and operational adjustments.

Sales Specialist

Legacy Sales Company LLC

May 2019 - May 2020 (1 year 1 month)

-Customer Support Excellence:

Adopted a compassionate, empathetic approach to swiftly diagnose customer problems, achieving approximately a 45% close rate.

-Lead Generation and Marketing:

Expanded lead generation through strategic use of Facebook Marketplace and Facebook yard sale platforms.

-Account Management and Technology Utilization:

Maintained and established new customer accounts, leveraging cloud technology for optimal organization and accessibility.

-Sales Performance and Achievement:

Consistently closed deals and met daily and monthly performance benchmarks, showcasing strong sales acumen.

-Goal Setting and Sales Growth:

Set and evaluated personal sales objectives, leading to surpassing sales targets by 7% year-over-year.

Customer Service Representative

Legacy Sales Company LLC

May 2019 - Present (4 years 10 months)

-Digital Customer Engagement:

Provided top-notch customer service via Facebook Messenger, addressing product inquiries and updating customers on pickup/delivery statuses.

-Account Management and Problem Resolution:

Updated customer accounts and effectively resolved issues, ensuring customer satisfaction and service excellence.

-Client Relationship Management:

Collaborated with both wholesale and retail customers to address and resolve inquiries, fostering strong customer relationships.

-Process Improvement and Efficiency:

Established a systematic process for storing and maintaining accurate work order files, achieving an 8% decrease in delayed or missed deliveries.

Education



University of West Georgia

Bachelor's degree, Philosophy

Oct 2017 - May 2023

-Leadership in Student Governance:

As President of the Student Government Association, collaborated with faculty, staff, and students to foster diversity, inclusivity, and community-based collaboration at UWG.

-Campus Community Development:

Aimed to transform UWG into a vibrant, engaging environment conducive to learning, networking, and student growth.

-Campus Safety and Inclusivity Initiatives:

Partnered with Campus Safety police, the Center for Diversity and Inclusion, and the student body, orchestrating round table discussions to enhance relations between campus police and students.

-Addressing Student Welfare:

Tackled student housing and food insecurity challenges; played a pivotal role in establishing the UWG Wolf Pack Pantry in collaboration with faculty members.



Georgia Highlands College

Associate's degree

Oct 2014 - Oct 2017

-Environmental Leadership and Development:

Led as President of Green Highlands, spearheading the successful inauguration of an on-campus community garden.

-Community Service and Environmental Advocacy:

Dedicated hundreds of hours to river cleanups, highway maintenance, and championed plastic use reduction through planning and orchestrating multiple "REUSE, RECYCLE, GREEN DAY" events.



University of West Georgia

Master's degree, Applied Computer Science

May 2023 - May 2025

-Advanced Algorithms and Data Structures:

Delving into complex algorithms, their design, analysis, and application, ensuring a deep understanding of data structures and their impact on computational efficiency and problem-solving.

-Software Development and Engineering:

Gaining expertise in advanced software design principles, development methodologies, and best practices, including understanding software lifecycle, version control, and testing strategies.

-Artificial Intelligence and Machine Learning:

Exploring the realms of AI and machine learning, covering topics such as neural networks, natural language processing, robotics, and the ethical implications of AI.

-Systems and Network Security:

Focusing on cybersecurity principles, understanding vulnerabilities, attack mechanisms, and learning about the latest techniques in securing networks, data, and applications.

-Research Methodologies and Emerging Technologies:

Engaging in research-based learning, exploring methodologies, tools, and techniques for academic and industry-oriented research, while staying abreast with emerging trends and technologies in computer science.

Licenses & Certifications



Real Estate Licenses - Georgia Real Estate Commission

Issued Sep 2022 - Expires Nov 2026



Introduction to Cyber Security Learning Path - TryHackMe



Pre Security Learning Path - TryHackMe



Jr Penetration Tester Learning Path - TryHackMe

Skills

Continuous Improvement • Public Speaking • Team Leadership • Contract Negotiation • Strategic Partnerships • Microsoft Office • Business-to-Business (B2B) • Strategic Planning • Sales & Marketing • Critical Thinking