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## Ischyia “Shy” Hanna

773-956-9528

[ischyiahanna@gmail.com](mailto:ischyiahanna@gmail.com)

### Summary

Empathetic, adaptable, and detail-oriented professional with a strong background in customer service, technical support, and financial services. Adept at handling high-volume, high-acuity interactions with professionalism and care. Proven ability to troubleshoot, resolve issues efficiently, and communicate clearly across phone, email, and chat. Passionate about delivering positive, solution-oriented experiences and exceeding customer expectations in dynamic, fast-paced environments.

### Certifications

- CCNA (Cisco Certified Network Associate)

### Skills

- Customer Support: Empathetic communication, issue resolution, multi-channel support (phone, chat, email)
- Technical Proficiency: Windows 7-11, macOS, iOS, Android, CRM, Cisco Webex, Hyper-V.
- Tools & Platforms: Microsoft 365, Jira, Slack, Xactimate, XactAnalysis
- Networking: TCP/IP, DHCP, DNS, VPN, VLAN, Routing & Switching
- Documentation & Analysis: Microsoft Excel, data entry, compliance tracking
- Soft Skills: Active listening, conflict resolution, adaptability, time management

## EXPERIENCE

### Masters of Disasters, Calgary, CA

#### *Property Estimator*

August 2024 - April 2025

- Managed 30-40 daily outbound and inbound calls.
- Delivered high-quality, empathetic service by guiding policyholders through claims, billing, and settlement options via phone and email.
- Wrote and explained Xactimate estimates, helping clients understand scope, deductible, and out-of-pocket costs.
- Managed and documented detailed claim activity using XactAnalysis and Microsoft Excel.
- Collaborated with cross-functional teams using Slack and Office 365, maintaining professionalism and accuracy.

### Self-Employed, Chicago, IL

#### *iPhone Repair Technician*

January 2021- Present

- Delivered fast, personalized service and resolved complex technical issues for over 500 customers.
- Created and maintained client records and business data using Microsoft Excel.
- Built strong client relationships through trust, consistency, and transparent communication.
- Installed and configured over 500+ iPhone screens, demonstrating technical proficiency and attention to detail.

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## **TradeStation, Chicago, IL**

### ***Tech Support/ Client Experience Representative***

May 2023- June 2024

- Managed 30+ inbound technical and client experience issues daily, ensuring timely resolution and high client satisfaction.
- Utilized Cisco Webex to provide remote support.
- Maintained above 96% customer satisfaction rating through active listening and consistent issue resolution.
- Troubleshoot account access, platform issues, and policy-related questions with empathy and clarity.
- Documented cases accurately in CRM systems and collaborated with internal teams to escalate and resolve issues.

## **JPMorganChase, Chicago,IL**

### ***Data Entry Specialist II***

January 2015 - December 2021

- Maintained top-tier accuracy in a high-volume environment, supporting sensitive financial operations.
- Mentored new hires and served as backup team lead, promoting knowledge-sharing and quality standards.
- Consistently met all service-level agreements and compliance targets.
- Served as a backup team lead demonstrating flexibility and teamwork.

## **EDUCATION**

### **IT Career Lab, National Able Network, Chicago,IL**

October 2022

- Completed hands-on labs(Cisco Packet Tracer), on how to install, operate,configure, and verify basic IPv4 and IPv6 networks.
- Configured network components such as switches, routers, and wireless LAN controllers; managed network devices; and identified basic security threats.
- Secured, deployed, configured, monitored and troubleshooted Windows client applications in an enterprise environment with the use of a VM(Hyper-V).

## **Whitney Young Magnet High School, Chicago, IL**

### **High School Diploma**