

Kaui Marchese

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Experience

Dec 2021 – Nov 2024

Help Desk Specialist Computer World Services (CWS)

- Provide technical support for the United States Coast Guard applications
- Provide support via phone, e-mail, and IT ticketing system
- Create Knowledge Base articles to be used by our team
- Provide application training to active-duty members
- Update the daily, weekly, and monthly statistics to be used by management

May 2018 – Dec2021

Bank Teller Branch Banking & Trust

- Manage customer requests quickly and efficiently, including cashing checks and money orders, depositing and withdrawing cash, checking account balances, and providing account information
- Partner with personal bankers to refer clients in need of credit cards, loans, and other financial tools
- Manage the main vault cash while manager was out of office

Education

2020

Professional Development Certificate

Blue Ridge Community and Technical College

Skills

- BMC Remedy IT Service Management
- Customer Service
- Troubleshooting
- Problem Solving
- Collaboration

Certifications

Security+ - CompTIA DEC, 2024