MARY CHAMBERS

INFORMATION TECHNOLOGY & INFORMATION SYSTEMS SPECIALIST

PERSONAL PROFILE

I am an Informational Technology and Information Systems Specialist with expertise is program development, computer programming, coding, and software troubleshooting

PROFESSIONAL EXPERIENCE

IT SERVICE SPECIALIST II | THE CITADEL
JULY 2021 - PRESENT | CHARLESTON, SOUTH CAROLINA

- Fields all IT service calls directed to the main help desk support phone line and provides customer service for all IT related issues for faculty, staff and students.

- Responds to user tickets in the triage and technical support roles. Remotely discovers and resolves issues in the testing, maintenance, modification, installation and use of operating system software.

- Uses ticketing system and property control software to plan and document daily activities and to maintain accurate, current inventory, location, configuration, warranty, repair and service records for college computer equipment.

- Provides training as necessary for other IT support team member, faculty, staff and students.

RESIDENT HALL DESK ASSISTANT | COASTAL CAROLINA UNIVERSITY
AUGUST 2018- MARCH 2020 | CONWAY, SOUTH CAROLINA

- Identified and resolved problems that occur with front desk operations.

- Maintained a clean and organized front desk and lobby area.

- Assisted with check-in and checkout procedures during the year. This includes reviewing Room Inventory Forms, Personal Data Cards, Incident Reports, and other paperwork as residents checked in and checked out

- Complete paperwork and administrative assignments in a timely manner. Including but not limited to equipment check out, emergency procedures, key issues, inventory forms, etc.

CONTACT

803.413.2890

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2000 Giddings Way Apt,2207
Ladson, SC 29456

https://github.com/mrchamber

EDUCATION

INFORMATION SYSTEMS and INFORMATION TECHNOLOGY, B.S.
Double Major
Coastal Carolina University
Conway, SC December 2020

HIGH SCHOOL
DIPLOMA Spring Valley
High School Columbia, SC
June 2016

CERTIFICATION & SKILLS

- Coding Languages: HTML, SQL, and PHP
- GitHub/Git
- Adobe Creative Suite
- CPR/ADE Licensed

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INFORMATION TECHNOLOGY & INFORMATION SYSTEMS SPECIALIST

PROFESSIONAL EXPERIENCE:

SUMMER INTERN| SOUTH CAROLINA DEPARTMENT OF EDUCATION
MAY 2019- AUGUST 2019 | COLUMBIA, SOUTH CAROLINACATION

- Executed tasks prescribed by supervisors from several departments; meeting deadlines in a timely manner.

- Restructured Building Keys organization by developing and implementing an improved database and filing system. Facilitated training of database to several staff-persons.

IT SERVICES SPECIALIST I | SOUTH CAROLINA DEPARTMENT OF EDUCATION
MAY 2018- JULY 2018 | COLUMBIA, SOUTH CAROLINA

- Executed tasks prescribed by supervisors from IT Services Department; meeting deadlines in a timely manner.

- Assisted in multi-department technology refresh initiative by installing and imaging new computers and other technology devices.

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REFERENCES

- Travis Huggins
  - Chief Information Officer
  - South Carolina Department of Education
  - C: (803) 734-3360
  - E: thuggins@ed.sc.gov

- Elizabeth Carpentier
  - Deputy Superintendent
  - South Carolina Department of Education
  - C: (803) 457-5278
  - E: bcarpentier@ed.sc.gov

- Mark Carlye
  - Technical Support Tier Lead
  - The Citadel Military College
  - C: (843) 953-6001
  - E: cmark@citadel.edu