Denise Anderson

Denver, CO 80246

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719-252-0753

Dedicated and motivated Computer Information Systems graduate seeking an opportunity in which I can use my technical troubleshooting skills and grow within the company.

Work Experience

Analyst 1
SCL Health - Wheat Ridge, CO
August 2018 to Present

• Solve customers problems in a timely manner

• Escalate to tier 2/3 when necessary

• Password resets and account lockouts

• Review knowledge base to ensure proper troubleshooting

• Average of 45 calls in a fast paced environment

Enrollment Agent
Idemia - Denver, CO
June 2018 to August 2018

• Greet customers and educate of FAST program

• Enroll customers into FAST program

• Checking customers in

• Review documents to ensure compliance

• Average of 40 enrollments a day

Sales Associate
AFTER GLOW TANNING STUDIO
August 2013 to May 2018

• Opening and closing the studio
• Operating the cash register
• Selling products and salon packages
• Assist customers with their tanning beds
• Maintaining the tanning beds
• Keeping inventory on products as well as replacement parts
• Keeping the studio clean

Education

Certificate in Web development

University of Denver - Denver, CO

November 2018 to May 2019

Associates of Applied Science in Computer Information Systems

Pueblo Community College - Pueblo, CO

May 2017

High School Diploma

Pueblo South High School - Pueblo, CO

May 2014

Skills

Customer Support, Customer Service, Call Center, Epic, MS Office, Basic Html (Less than 1 year), CSS (Less than 1 year), Basic Javascript (Less than 1 year)