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# Shannon “Nikki” Bittinger

South Dakota | [snbittinger8@gmail.com](mailto:snbittinger8@gmail.com) | 605-937-8448

Entry-level IT professional with a strong background in customer service, CompTIA A+ certified. Eager to transition into a technical support or help desk role where I can leverage my organizational skills, curiosity, and drive to grow in the tech industry.

## CERTIFICATIONS

**CompTIA A+, July 2025**

**IBM Artificial Intelligence Fundamentals, August 2025**

## SKILLS AND VALUES

### Technical Skills:

- Typing speed: 60 WPM
- Basic Python, HTML, CSS
- Basic AI, ML

### Soft Skills:

- Highly motivated & eager to learn
- Strong time management
- Organized & detail-oriented

## EDUCATION

**Midlands Technical College, South Carolina - Associate in Science**

January 2018 - May 2020

- Graduated with 3.5 GPA
- Member of several honor societies including Phi Theta Kappa and The National Society of Leadership and Success
- Graduated with Honors and on the Scholars List

## WORK EXPERIENCE

**Savers, Sioux Falls, South Dakota - Merchandiser**

DECEMBER 2024 - PRESENT

- Maintain and organize merchandise displays in a fast-paced retail environment
- Monitor stock levels and ensure timely replenishment
- Provide excellent customer service and adapt quickly to shifting priorities
- Train new hires on daily tasks