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OBJECTIVE

Obtain a position in Monticello, KY with Senture on the C.O.D. contract where I can use my computer help desk and call center experience in a call center job.

SKILLS PROFILE

- Experience with the Remedy ticketing system
- HDI support center analyst certification
- Experience in high volume call center
- Ability to work web submitted, email, and phone requests at the same time
- Superior computer skills with an A+ certification
- Strong customer satisfaction scores
- Familiarity with ITIL processes

EMPLOYMENT HISTORY

Toyota TMS Service Desk	2011-2012
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SAIC Oak Ridge, TN

- Answered phone requests and processed email and web submitted tickets

DHS ICE Service Desk Specialist

Feb 2009-2010

SAIC, Oak Ridge, TN

- Answered phone requests and processed web submitted tickets
- This job required a certificate of public trust
- Served as the outage coordinator on a rotational basis
- This was a night shift position where we took calls from embassies and airports all over the globe

Alyeska Service Desk

2005-2009

SAIC, Oak Ridge, TN

- Used windows to remotely work on computers in Alaska
- Installed software and processed requests for other groups
- Active directory account administration
- Troubleshoot hardware and software issues
- Maintained high customer satisfaction scores

NIH help desk

May - Oct 2005

SAIC, Somerset, KY

- Did basic troubleshooting for NIH employees
- Answered questions and helped non-NIH employees find medical related information on the website

Nextel Customer Service Rep 2004

ACS, Lexington, KY

- In a high volume call center environment I provided tier 1 help with an average of 75 calls per day
- Areas I provided help in were troubleshooting phones, explaining technical options, and billing statements.

EDUCATION

Western Kentucky University B.S Agriculture with a minor in computer information systems
Bowling Green, KY 2002
Wayne County High School, Monticello, KY 1996