130 Turtle Creek Dr.

Amarillo, Texas 79118

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(214) 668-7611

Secia RobertsA long, thin rectangle to divide sections of the document

Experienced in technology and software diagnosis since college. I continue to grow my career in servicing, maintaining computer peripherals, managing software, and providing excellent customer service. I am passionate about delivering resolutions to customers. Eager to be employed with a progressive company that will utilize my strengths, maximize my potential, foster professional growth, offer advancement opportunities, and encourage longevity.

# EDUCATION

## **M.Ed., Instructional Design & Technology Expected 2024**

West Texas A&M University Canyon, TX

## **BA, Computer Information Systems May 2015**

West Texas A&M University Canyon, TX

## **AS, Business Administration May 2013**

Amarillo College Amarillo, TX

PROFESSIONAL EXPERIENCE

## **West Texas A&M University, Canyon, TX** *— Communication Specialist III*

Jan. 2023 – Present

* Develops, builds, tests, and implements Admissions CRM (Salesforce/Pardot) for efficient workflow and communication strategy
* Complete mass text messaging, mass emails, event/visit sign-ups, decision letters, and the setup for sending physical publications pieces.
* Research support: track, extract data and develop reports related to enrollment management outreach, recruitment, and retention
* Web Design: Develop, enhance, and maintain project and department websites (Cascade)
* Basic knowledge of HTML, XML, PHP, CSS, and JavaScript
* Maintain data integrity of student record contact and application assignments in the CRM
* Review and analyze campaign data for the planning of the next cycle
* Demonstrates creative problem-solving skills and continuous efforts to improve communications/operations and streamline work processes

## **Amarillo College, Amarillo, TX** *— IT Support Technician*

Nov. 2019 – Jan. 2023

* Provides technical expertise, troubleshooting, and assistance for customer concerns
* Troubleshoot and resolve Tier 1/2 support requests – includes phone, remote, and on-site technical support on time
* Installs, diagnoses, repairs, upgrades, and maintains computing hardware, operating systems, software applications, peripherals, copiers, and printers for the entire organization
* Enter, track, and resolve work orders and documentation in IT Service Management System (ServiceNow)
* Possess strong organizational, communication, and customer service skills with all users
* Assist in software management, creating install scripts, and software deployment
* Basic knowledge of HTML, XML, PHP, CSS, and JavaScript
* Complete projects assignments promptly

## **Chase Production Company Oil & Gas, Amarillo, TX** *— Administrative Assistant* Feb. 2018 - Nov. 2019

* Performing administrative duties and assisting with budgeting, planning, solving prioritization, and decision making
* Prepare invoices, manage invoices, and perform month-end closing
* Provide any assistance to all oil & gas personnel and customers

**Region 16 Education Service Center, Amarillo, TX** *— IT Helpdesk*

Dec. 2017 - Aug. 2018

* Perform Basic-to-intermediate PC and software support via telephone, email, and one on one following service level requirements
* Support and manage existing applications and services
* Work within a team or independently to provide technical support to business users
* Preparing conference rooms with Audio and Video equipment for presentations

## **Cal Farley’s, Amarillo, TX** *— IT Support Analyst*

Dec. 2015 - May. 2017

* Provides technical assistance to customers on inbound telephone tech support calls
* Basic understanding of TCP/IP, DNS, DHCP, and Active Directory
* Prioritize work and develop appointments to facilitate quick resolutions
* Working as part of a team, sharing knowledge, and working together to increase performance standards
* Trained new employees on software/applications and technology policies

# *SKILLS*

* Develop solutions to resolve customer issues/improve customer reliability
* Support and manage existing applications and services
* Provide technical support to the customer(s)
* Detailed-oriented and highly energetic with good communication and interpersonal skills
* Dedicated to providing the best possible level of support
* Proficient computer technology capabilities, but not limited to Word, Excel, PowerPoint, Adobe Dreamweaver, and Adobe Photoshop
* Ability to work independently, take the initiative, be a self-starter, and be a team player