



A savvy and productive worker who can work both independently and as a team player. Knowledgeable in software, hardware, and peripheral devices as a passionate IT Support graduate of Per Scholas. Highly experienced in both data entry and customer service positions, now seeking the opportunity to deepen my acquired technological abilities whilst working in an environment of the technological sphere. An eager candidate with quick adaptability who is ready to put learned technical knowledge to use and ultimately grow within a company.

PROFESSIONAL EXPERIENCE

Dealer Warranty Support Representative

Trane Technologies | February 2024 - Present

- Resolves customers' service or order complaints by performing activities such as warranty lookup, order investigation, warranty claim, order completion, invoice refunds, and claim/order assistance.
- Manages dealer warranty claims process, ensuring accurate documentation and timely submission to meet company guidelines
- Handles customer parts/equipment inquiries via inbound calls, emails, etc.
- Keeps records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Order entry using a ticketing system.

Document Specialist

National Archives and Records Administration | July 2022 - October 2023

- Managed and maintained electronic and physical records for easy retrieval and access.
- Data entry input into various computers regarding veterans' military service information.
- Prepared documentation by filing, sorting, and adding information to records.
- Responded to a variety of requests for information regarding military service.

To Go Specialist

Chili's | September 2021 - July 2022

- Efficiently processed take-out orders and ensured accurate packaging for customer's convenience.
- Provided friendly and attentive customer service during order pick-up, ensuring a positive experience for guests.
- Maintained cleanliness and organization in designated to-go areas to ensure a smooth workflow.
- Answered phone calls and placed orders for copious customers using a POS system.

CERTIFICATIONS

CompTIA A+

| December 2023

Google IT Support

| May 2024

EDUCATION

High School Diploma

East St. Louis Senior High School

Avid Learner in Information Technology

Per Scholas, St. Louis | September 2023 - December 2023

- Developed skills and knowledge in hardware, software, networking, and troubleshooting concepts.
- Built a computer system with minimal assistance.
- Got familiar with functions of command prompt and OS systems such as Windows, MacOS, and Android.
- Deployed and Installed virtual machines (VMware, VirtualBox)

KEY SKILLS

- Data Logging
- Data Entry
- Customer Service
- Ticket Management
- Software Troubleshooting
- Computer Hardware Knowledge
- Attention to Detail
- Computer Literacy