

# KATHERINE FULLER

**I am looking for an opportunity in the technology field. I am currently studying for the CompTIA A+ and the Salesforce Administrator.**

Goose Creek, SC 29445

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843-321-5040

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I strive to work for a company I can grow with where my education, positive attitude, and work history and other life experiences related to the field of work I'm in will contribute creatively.

Authorized to work in the US for any employer

## WORK EXPERIENCE

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### Technical Support

**Comcast** - Charleston, SC

October 2019 to Present

Daily troubleshooting technical issues such as; Cable TV, Internet services, Cable Modems, Xfinity xFi Gateway.

Daily use of the application Einstein 360

Notifies appropriate individuals, organizations, and outside third party Industry carriers of network outages, degradation of service, and restoration events by opening system trouble tickets and escalating, as necessary, with internal and external fixes.

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### Front End Shift Manager

**CVS Pharmacy** - Goose Creek, SC

October 2018 to April 2019

- Responsible for opening and closing the store during every shift
  - Handle truck deliveries every week, including loading and unloading the inventory.
  - Stocking and managing prices and product changes of the stores merchandise inventory.
  - Assisting the pharmacy department as needed during high traffic periods.
  - Managing and scheduling employees shifts/breaks.
  - Assisting customers as well as fellow employees with questions or concerns to their satisfaction or the best of my ability.
  - Putting up the quarterly renovating designs when new products come out.
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## **Retail Support Associate**

**T-Mobile** - Mount Pleasant, SC

June 2017 to January 2018

- Provide product knowledge and options that fit every customer's needs.
  - Figure out solutions and best option to any problem a customer occurred.
  - Staying up to date on certifications for every new electronic device T-Mobile offers.
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## **Customer Service Representative**

**Iqor** - North Charleston, SC

August 2015 to June 2016

- Conducting team meetings daily
  - Providing excellent customer service and solutions to customer unary
  - Ideas and solutions to challenges other representatives face with other customers.
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## **Personal Care Aide**

**HOPE IN-HOME CARE** - Newport News, VA

July 2012 to March 2015

- Responsible for hospice patients, special need patients, and patients unable to care for themselves, Bathing, feeding, dressing, cleaning, helping patient exercise, rotations, transferring, and vital signs.
  - Achieved Certification to be able to provide proper care
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## **Personal Care Aide**

**Hope in Home Care** - Newport News, VA

May 2012 to January 2013

- Responsible for hospice patients, special need patients, and patients unable to care for themselves, Bathing, feeding, dressing, cleaning, helping patient exercise, rotations, transferring, and vital signs.
  - Achieved Certification to be able to provide proper care
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## **Customer Service Rep**

**IMA** - Virginia Beach, VA

December 2010 to June 2011

- Provide solutions to error accounts
  - Cancel accounts
  - Creative labels and send off company letters
  - Train customer service trainees
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## **EDUCATION**

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### **Associates of Business Administration in Marketing**

**Trident Technical College** - North Charleston, SC

2016 to Present

## SKILLS

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- Excel
- Powerpoint
- Microsoft word
- Word
- Salesforce (Less than 1 year)
- Customer Support (4 years)
- Tech Support (Less than 1 year)
- Call Center
- Customer Service

## CERTIFICATIONS AND LICENSES

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driver's license

## ADDITIONAL INFORMATION

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- Advance customer service experience in call center environments, (fast paced/multi-tasking) as well as in person.
- Ability to include creative thinking and produce new ideas to present to those seeking them and during any situation where it is necessary.
- Strong communication skills, organization, and problem solving

Computer Skills  
Microsoft Office  
Customer Service