

Experience

Desktop Support Tech – The Standard Insurance – Cary, NC <ul style="list-style-type: none">• Technical customer service through inbound calls and chats	(Feb 2024 – Apr 2024)
Support Technician – Setton Consulting – Durham, NC <ul style="list-style-type: none">• Technical customer service• Call-in and chat support for computer and software configuration	(Sep 2023 – Dec 2023)
Senior Tech Support Associate – Infosys Inc. – Raleigh, NC <ul style="list-style-type: none">• Resolve new- and existing-customer internet configuration issues• ISP internet route configuration	(May 2022 – Sep 2023)
Computer Repair Tech – SureLock Technology – Atlanta, GA <ul style="list-style-type: none">• In-person and remote technical support• Walk-in customer service for computer issues	(Mar 2021 – Mar 2022)
Team Lead, Repair Center– Service Quick – Atlanta, GA <ul style="list-style-type: none">• Inbound/outbound call center• Troubleshoot customer issues with home appliances	(May 2019 – Sep 2020)
Shift Lead, Opening/Closing – Taco Bell – Cumming, GA <ul style="list-style-type: none">• Key holder, opening/closing as required• Shift scheduling and managing• Food safety inspection• Employee training	(Sep 2017 – Jul 2018)
Call Center Agent – Afni, inc – Bloomington, IL <ul style="list-style-type: none">• Inbound/outbound call center for debt management	(Sep 2017 – Jul 2018)
Front of House, Closing – Avanti's – Bloomington, IL <ul style="list-style-type: none">• Carry-out order taking and food prep• Closing duties, e.g., cleaning, food prep, etc	(Dec 2016 – Jun 2017)
Front/Back of House, Closing – Taco Bell – Normal, IL <ul style="list-style-type: none">• Counter service and food prep• Closing duties, including cleaning, next-day prep, locking and setting alarms	(Mar 2015 – Jul 2016)

Personal projects

Sourdough baking! I've made a loaf a day for the past 4 months
Rubik's cube solving. Ask me about my fastest time!

Skills

Knitting. So many hats!
Knife sharpening. A sharp knife is a safe knife
Programming. I have two published apps in the App Store with another on the way!