

## Profile

- Microsoft Word, PowerPoint, and Excel
- Adept Typist 85-125+ WPM
- Technical – Upgrading, repairing, and assembling computers; Java fundamentals; Eclipse IDE; Linux terminal experience; Emacs/Vim editors; HTML5/CSS3; VMWare virtualization
- Integrated Library System – Voyager
- Valid GA Driver's License
- Native English speaker; a little Korean, Spanish, and Swedish

## Education

**Gwinnett Technical College** | 2017 - 2019

*Pre-Nursing*

**The University of Georgia** | 2014 - 2017

*Computer Science, UG 3<sup>rd</sup> year*

## Work Experience

**Jul 2020 – Jul 2022**

Delta Group – Referral Intake Division: Assignment Coordinator

- Set up incoming sub rosa assignments from clients, facilitated communication between internal reps and outside adjusters, finalized reports, set up billing, and conducted preliminary reports for investigations

**Sep 2019 – Dec 2019**

KW International – ServiceQuick: Call Center Dispatcher & Customer Support Representative

- Handled IB/OB calls for customers needing repair of Samsung appliances: scheduled appointments, explained warranty information, sold out-of-warranty repairs, and dispatched service technicians

**Jan 2018 – Oct 2018**

Gwinnett Technical College – CIS Division: Lead Networking Lab Assistant & Educational Aide

- Computer setup, maintenance, & imaging. Transcription and other administrative duties

**Sep 2017 – Dec 2017**

Gwinnett Technical College – CIS Division: Computer Networking Lab Assistant

- Computer setup, maintenance, & imaging. Transcription and other administrative duties

**Jul 2016 – May 2017**

University of Georgia Libraries – Serials Cataloging & General Operations Assistant

- Serials cataloging including careful handling of centuries-old publications, data entry & correction, barcoding, and patron assistance

## Merits

- Indeed Assessment - Expert in Data Analysis (Apr 2019)
- Gwinnett Tech Honors Award Recipient (Spring 2018)
- Skills USA Information Technology Services Contestant (2018)
- Zell Miller Scholarship . . . . . 2017 - 2019
- HOPE Scholarship . . . . . 2014 - 2017

## Community Involvement

*Gear Up Georgia* at Gwinnett Technical College | 2017

Event preparation; encouraging post-secondary education to high need children

*The Daedal Order* (Association) at the University of Georgia | 2015 - 2016

Co-Founder & Vice President