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| 114 Klein Creek Ct, Carol Stream, Il 60188•630-808-7648•venishay@gmail.com | | |
| Venisha York | | |
| Objective | | |
| Looking for a technical position that utilizes my strong technical, leadership, and customer service skills. | | |
| Professional Accomplishments | | |
| Technical  * 6+ Years providing technical support in an end user environment * 6+ Years supporting Windows Server 2003, 2008, & 2010 * 6+ Years supporting and upgrading Windows XP, Vista, 7, 8, 8.1, & 10 * 6+ Years networking experience with TCP/IP, LAN, VOIP, Ethernet, and file and sharing configuration, * 6+ Years using various applications including, Microsoft Office Suites, Access, Antivirus Software’s, Remedy Ticketing system, Cherwell Ticketing system, eMaintenance Ticking system, NetSuite Ticketing system, Remote Desktop (TeamViewer& LogMeIn), Lotus Notes, Cisco Call Manager/Unity, Active Directory * 2+ Years working and supporting POS applications | | |
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| Customer Service  * 10+ Years providing face to face or inbound customer service * 10+ Years supporting customers with answering general questions relating to the business, billing, provided additional information or explained services, discussed products and upgraded services, sales * 10+Years creating and maintaining service reports/tickets, * 10+ Years leading my team in Metrix i.e. AHT, Attendance, Quality | | |
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| Leadership  * 4+ Years providing training to new team members * 4+ Years Acting as a resource for other staff members * 3+ Years Allocating daily jobs and workload * 1+ Year Implemented new SLA’s with certain clients | | |
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| Project  * 2+ Years implementing new ways to document cases within new ticketing system * 1+ Year composing a team to work on updating and implementing a faster process when it came to updating, changing, and removing Burglar/Fire Alarm codes nationally for all Walgreens stores | | |
| Employment History | | |
| 10/2016- Present | Technical Agent | BP GBS Americas, Naperville, Il |
| 04/2015-12/2015 | Customer Service Agent | ComEd, Oakbrook, Il |
| 11/2014-04/2015 | Tier 2 Engineer | Netrix, Bannockburn, Il |
| 01/2014-11/2014 | Technical Agent | Scientific Games, Woodridge, Il |
| Education | | |
| Currently Enrolled | Associates Degree | Elgin Community College, Il |
| References | | |
| References are available on request. | | |