**Eriny Kast**

Sterling, Virginia 20165 **∙** (571) 420-7530 **∙** irenyfikry@yahoo.com

**PROFESSIONAL SUMMARY**

Personable technical support representative with 3+ years of experience analyzing issues and data entry and object modeling. Skilled data verification and entry. Pursuing Masters in Information Systems at Strayer University.

**Key Skills**

* Help Desk/IT Support
* Time Management
* Inventory Management
* Problem solving skill
* Fluent in English and Arabic

**EDUCATION**

**Master of Arts (MA), Information System,** Expected Graduation Date: 8/2020

**Strayer University, Ashland, Virginia**

* Info System Decision-Making (strong management)/Communication Technologies/IT Project Management/Strat Plan For Database Systems(VISIO)/ Comp Interaction and Design/Theories Of Security Management/Advance Computer Architecture/Advance Sys Analysis & Design/Advanced Agile Project Management/IT Risk Management/IT Audit and Control(Microsoft project)

**Bachelor of Arts (BA), Information System, 2006**

**Future University, Cairo, Egypt**

**PROFESSIONAL EXPERIENCE**

**Instructional Assistant** 08/21/2013 - 06/21/2019

**South Lakes High School, Reston, VA**

Fairfax County Public School

**Office assistant:**

* Managed large amounts of incoming calls, emails and personal request
* Assisted in documenting, tracking, and monitoring problems to ensure a timely resolution
* Collect data as identified to support academic achievement monitoring into SeaStars and SIS database
* Retrieve data from the database or electronic files as requested; verify data by comparing it to source documents
* Coordinates and provides administrative and clerical support for teachers
* Design and maintain filling and storage systems in the office
* Schedule meeting for parent and teachers
* Retrieve documents and files when requested
* Create, edit and update spreadsheets

**Instructional Assistant:**

* Provides outstanding academic support for students in individual or small groups settings in support of the implementation of individualized plans
* Collects data as identified to support academic achievement monitoring
* Uses multiple approaches to communicating to provide access to academic curriculum
* Designs instructional and assessment materials for academic instruction
* Coordinates and provides administrative and clerical support for teachers
* Independently recognizes the behavioral needs and challenges of students and implements identified strategies to support their academic success

**ADDITIONAL WORK EXPERIENCE**

**Customer Service** 08/30/2012 - 08/14/2013

**Marriott Golf Club, Clifton, VA**

* Maintained financial accounts by processing customer adjustments
* Recommended potential products or services to management by collecting customer information and analyzing customer needs
* Prepared product and service reports by collecting and analyzing customer information
* Managed large amounts of incoming calls and generated sales leads
* Identified and assess customers’ needs to achieve satisfaction