S/W

SHELTON WHITE

Whshelbusiness2@gmail.com

Dallas, TX

About

Business Administration Graduate with hands on experience in the Real Estate industry. I also have experience in Sales as well as Customer Service. I am a determined individual and I am looking to bring my talent to a company.

Education

Bachelor's of Science in Business Administration

Saint Augustine's University

2021-2024

Certifications & Clearance

- ITIL Foundations (Target Completion: 2025)
- U.S. Citizen – Federal Clearance Eligible

Skills

- Problem Solving
- Customer Service
- Data Entry
- Sales

Experience

Client Services Coordinator

Alexander Realty Group / Dallas, TX

2016-2020

- Assisted generating sales by using warm leads provided by agents
- Scheduled property showings and coordinated client communications for residential listings.
- Used CRM tools and online platforms to manage leads and support listing visibility.

IT Support Specialist

US Bank / Dallas, TX
May 2024-Present

- Resolved SDT2 tickets involving VPN connectivity, software installations, and domain/token setup.
- Used ServiceNow to manage, document, and escalate tickets across multiple support queues.
- Provided remote support via Microsoft Teams, Avaya, and phone while assisting Service Desk during surges.

Technical Support Associate

Frisco, TX / Piepay

Nov 2023-Apr 2024

- Supported Clover POS installations and merchants troubleshooting across retail clients.
- Delivered remote onboarding and account configuration support for business users.
- Tracked and escalated technical issues using ServiceNow to Tier 2 and engineering teams.