

TARIKA COMMON

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Work Experience

- Kelly Connect HBA**, Oak Park, IL – Technical Support Advisor Jan 2018 – Present
- Assist customers with troubleshooting their iOS devices
 - Log cases and research issues
 - Use knowledge and supporting documents to resolve cases
- Fusion Staffing**, Chicago, IL – ComEd Brand Ambassador Apr 2016 – Present
- Educate consumers throughout Chicago market about smart meters, cost saving tips and programs
 - Member of event team during summer festivals, school demonstrations, corporate retreats
 - Distribute premiums and information to new and existing customers while addressing questions
- Give Smart**, Chicago, IL – Event Specialist Feb 2016 – Present
- Assist with guest registration using iPads for fundraisers across the country using mobile bidding software
 - Ensure each guest information and auction items are accurate on the platform
 - Provide technical support for guests and clients to ensure stress-free, streamlined event
- MindSpring Partners**, Chicago, IL – Grubhub: Database QC Specialist Oct 2017 – Dec '17
- Temporary assignment assisting with a database conversion
 - Assisted with quality control for the migration of 15,000 restaurant details and menus
 - Updated and edit menus when needed using Salesforce and Grubhub's Datatool
- Kelly Services**, Chicago, IL – Public Communications Inc.: Admin/Accounting Assistant Oct 2016 – June '17
- Performed daily accounts payable and receivables data entry using Excel and Sage accounting software
 - Managed and completed projects for staff including copying, printing, transcribing, and video editing using Microsoft Office and Adobe products
 - Assisted with various roles including Receptionist duties
- Kelly Services**, Chicago, IL – American Bar Association: Data Entry Specialist Nov 2015 – Aug '16
- Updated individual lawyer, law firm, law school billing information in ABA database
 - Conducted data quality control to ensure accurate billing reports
 - Responded to letters, phone calls, and emails from ABA members amending membership info
 - Ensured clean work environment for office through filing and purging of documents
- United States Postal Service**, Chicago, IL - PSE Mail Processing Clerk Jan 2013 – Jan '15
- Sorted and loaded outgoing/incoming mail using a DBS automated machine for processing
 - Ensured completion of machine sorting by removing damaged pieces and clearing jams
 - Prepared work area with all necessary equipment and paperwork
 - Keyed customer information for packages and periodicals
 - Produced final reports after completion of sorting and distribution
- MSI/Event Network**, Chicago, IL - Sales Supervisor & Ecommerce Editor Apr 2006 – Apr '13
- Supervised and managed department of 20 employees, conducting seasonal hiring of staff for department
 - Assisted guests through sales experience providing additional merchandise information
 - Reconciled transactions, completed bank deposits, managed up to \$20k in cash daily
 - Ensured store and online merchandise were consistent using Magento and Photoshop
 - Collected and calculated daily sales reports and entered data into Excel spreadsheets

Education

- University of Illinois in Springfield Exp Dec 2018
- Completion towards a Bachelors Degree in Computer Science
- Harold Washington College, Chicago, IL May 2017
- Associate in Science: Computer Science
 - Certificate in Computer Information Systems
- International Academy of Design & Technology, Chicago, IL Aug 2004 – June '08
- Course work in Visual Communications for Web and Multimedia

Technical Skills

- Knowledge in: Microsoft Office, Adobe, Salesforce, Magento, CSS, XHTML, C++, Sage, Personify, Java