**EDUCATION:**

**Computer Technology with Concentration in Programming**

Associate Degree in Applied Science, May 2018

Midlands Technical College, Columbia, South Carolina

**Business Administration with Concentration in Accounting**

Bachelor of Science, May 2009

Winthrop University, Rock Hill, South Carolina

**PORTFOLIO:**

https://www.twoodsdesigns.com

**CERTIFICATIONS:**

CompTIA A+

**KEY QUALIFICATIONS AND SKILLS:**

• Freelance Responsive Web Development (HTML, CSS and JavaScript)

• Experience with Adobe Dreamweaver, Illustrator, Photoshop and XD

• Knowledge of effective User Interface (UI) techniques

• Self-motivated

• Proficient with Microsoft OS/MacOS

• Able to easily adapt to change

• Excellent written and verbal skills

**HONORS AND ACHIEVEMENTS**

Phi Theta Kappa Honor Society

**WORK EXPERIENCE:**

**International Tech Support Expert**

Verizon Wireless - Elgin, South Carolina

March 2015 - Present

* Ensures customers who are traveling internationally have the correct features and settings enabled to communicate on either a CDMA or GSM network.
* Minimizes unnecessary warranty replacements by thoroughly troubleshooting devices (cellular devices, tablets, jetpacks, and computers) to resolve software/network issues.
* Facilitates communication between the Network Repair Bureau and customer to resolve network issues impacting a given geographical location by using the Remedy ticketing system.
* Reviews customer accounts to recommend specific plans, products, and features that will add value to their overall wireless experience.
* Provides a complete customer service experience by connecting with each customer personally and acknowledging every concern to ensure that all issues have been resolved on average of 25 calls per day.

**Collections Specialist/Senior Representative**

Wells Fargo Home Mortgage - Fort Mill, South Carolina

June 2010 - August 2014

* Assisted home owners in the process of bringing their loans current by collecting payments and providing accurate account status.

• Accessed information from company database applications to organize and present data to team members.

* Managed foreclosure/bankruptcy accounts associated with different investor types.
* Provided specialized assistance to borrowers who have experienced various life events to include a death in the family.

• De-escalated high-level telephone calls from home owners that required special attention.