**Iesha S. Marshall**

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*Cell: 678- 986-1683*

**Objective**

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To secure a challenging and responsible position in which I may acquire new skills, as well as utilize the skills I have obtained through previous work related experiences. I have strong communication skills and several responsibilities at my current job dealing with a lot of Data Entry, Quick Problem Determination, and Accurate Documentation. I have very good customer service skills when it comes to dealing with technicians and customers on a daily basis and we have are required to deal with all tickets in a timely manner.

***Professional Experience***

***Computer Generation Solutions (CGS)/IBM****, Dunwoody, GA Feb 2014-Present*

***Senior Service Technician*** *Supervisor: Caryen Warren*

Responsibilities: Providing technical support for Lenovo (IBM) desktop computers, laptop computers, tablets, and accessory equipment in a call center environment. We assist with a very large number of clients all over the world with any issues they are having rather its software or hardware. We worked on resolving and diagnosing software issue by walking customers/technicians through proper procedures, and using advanced troubleshooting techniques such as remotely controlling the end users' systems and to ensure full functionality of the operating system. Also resolving hardware issues after troubleshooting with Lenovo (IBM) authorized technicians by ordering and shipping equipment as a result of proper problem determination as a Level 2 Representative. Using time management and multitasking skills and ticketing systems to ensure metrics are met, and finally, creating encounter cases for tracking purposes. We escalated and deal with the escalations if the customer wasn’t pleased or the machine wasn’t fixable.

**Computer Generation Solutions (CGS),** *Dunwoody, GA* August 2013-Present

***Computer Technical Support, HL, and Customer Service*** Supervisor: Nick Fuller

Responsibilities: We assist with a very large number of clients all over the world with any issues they are having rather its software or hardware via telephone or email on outbound and inbound calling. We provide troubleshooting, customer service/professional, technical support for customer s computer. We showed professionalism and technical advised on each customer's understanding depending on the issue they reported. We assisted them through reimage, flashing bios, remote sections and software/hardware with all Windows products. We had good typing skills, multitasking, and experience using or supporting Microsoft Windows XP 7/8/8.1, Microsoft Windows XP, and Microsoft Office 2000/2003, hardware, local network printers and Symantec Antivirus.

***Skills Used:***

I worked in a fast paced working environment with quick problem determination, Inbound/Outbound Call & Email with great Customer Service, Data Entry/ Documentation. We worked with Computer Technician, Field Dispatcher while troubleshooting the client's machines over the phone. I worked with Windows XP, Server, Focal Point, Oracle, and 7/8/8.1 as well. We use SB clients for our daily ticketing, Lotus Notes, Microsoft Word, Excel, PowerPoint, PDF files as well. We work with software interface as far as Internet and intranet connectivity, windows updates and blue screen of death (BSOD) and other things as well. We paid close attention to detail and listen very closely to what the clients were saying so we could make sure that we was on the same page and they could understand what steps we were taking to resolve their issue.

**Apache Mills**,               Calhoun, Georgia     November 2012-2013

Packaging, Arpac Machine, Operating labels and Carpet, Labeling

**Georgia Northwestern Technical (Bookstore)**, Calhoun, Georgia     *August 2012-2013*

***Sales Associate***

Responsibilities: Customer Service; Cashier; Shipped and Received Material; Stocked Shelves

**Vector Company,**         Rome, Georgia                                        May 2012-Aug 2012

***Sales Representative***

Responsibilities: Provide Client Profile, Sales, Marketing, Customer Service, Traveled to people houses, Scheduled Appointments, Made sales, Made lots of presentations and calls

**Skills**

Networking, and Data Entry, Microsoft Excel, Word, Outlook, PowerPoint, Access, Publisher and

OneNote, Microsoft Visual Basic, and SQL, Customer Service and Cashier, Computer Hardware/ Software Installation, Troubleshoot Internet Connectivity, Check CMOS (BIOS), Check Date, Product ID, Product Key, Soldering and Repair, Install Modems, Hard Drives, Sound Cards, RAM, Motherboards and CPU, Customer Service, Multitasking, Password Reset using Active Directory.

**Education and Certifications**

***Strayer University*** Dec 2015-Present

***Bachelor’s Degree***

IT Project Management

***Georgia Northwestern Technical College***                                              May 2013

***Associate's Dual Degree***

Computer Networking Systems/ Computer Information Systems

**Certificate**

Help Desk Specialist (HD41), Comptia A+ Certified Technical Prep (CA71), Microsoft Excel Application Specialist (ME21), Microsoft Network Administrator (MS11)Microsoft Word Application Specialist (MW11), PC Repair and Network Technician (PR21), Technical Specialist (TC31)