

INFORMATION TECHNOLOGY SPECIALIST

Career Overview

Temporary/Permanent Service Representative PROFILE: Professional and personable in relating to customer and coworkers, over 10 years' experience in customer relations, excellent verbal and written communication skills. Dependable, responsible contributor committed to excellence and success. Efficient problem solver with excellent decision-making, organizational, and interpersonal skills; able to effectively communicate with customers of all socioeconomic levels. Knowledge of principles and processes for providing customer and personal services; including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Analytical thinker, relentless researcher and an experienced problem solver. Adaptable and able to work under pressure and remain productive in a fast-paced environment. Trained team members Ability to take charge with little to no guidance Excelled as a leader when in charge Trained in management procedures, analyzing data and the principle of business Communication Excellent interpersonal and social skills; experienced in successful team collaboration to achieve goals Effective oral communications using a phone, individual, group, training, facilitating & presentations Efficient written communications utilizing report writings, developing presentations, through emails and policies & procedures Customer Service Ability to resolve problems in a timely manner Professional and personable in relating with clients and coworkers Ability to remain calm, patient, and productive in a fast-paced environment Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Qualifications

Microsoft Office, Word, Excel, PowerPoint, & Outlook. Microsoft Operating System Proficient in Remedy and IBM ticketing system

Work Experience

February 2013

to

December 2013

Company Name

- Windows 7 Support desk Technician 40+ hours per week Houston, TX \$28,800 per year Supervisor: Laura Burke Dallas-based CompuCom Systems, Inc.
- is a leading provider of end-user enablement, customer service, service experience management, and cloud technology services to Fortune 100 companies.
- CompuCom partners with enterprises to develop smarter ways they can work grow and produce value for their business and provide excellent customer service.
- Served as a Windows 7 Customer Support agent for Cigna Health Care Provided customer service support to 35,000 Cigna Health employees after Windows 7 migration Handled inbound phone calls that involved a variety of requests and inquiries Helped customers solve a wide variety of technical support issues Technical support issues involved installing software and hardware for a specific programs Offered suggestions that provided a more complete solution to the customers' needs Handled both high and low volume of calls in both English and Spanish Used good communication skills, problem solving skills, and all available tools to resolve all issues Provided excellent customer service quickly and efficiently.

October 2010

to

August 2012

Company Name Information Technology Specialist

- 40+ hrs per week Heidelberg Germany \$40,000 per year Supervisor: Maurice William Information technology specialists are responsible for customer service for unit members and key leadership, maintaining, processing and troubleshooting military computer systems/operations.
- Provide customer and network administration services Maintain hardware, software and network Preformed general clerical duties such as typing, answering phones, filing, record keeping and maintaining military equipment Executed duties under little to no supervision Helped unit members solve a wide variety of technical support issues Technical support issues involving installation of software/hardware for specific programs.

May 2007

to

October 2010

Company Name Maintenance Supervisor

- 40+ hrs per week Heidelberg Germany \$40,000 Supervisor: Wendy McDermott The wheeled vehicle mechanic is primarily responsible for supervising and performing maintenance and recovery operations on wheeled vehicles and associated items, as well as heavy-wheeled vehicles and select armored vehicles.
- Supervise and perform field and sustainment maintenance on wheeled vehicles and construction equipment Supervise recovery operations on wheel vehicles and related activities including electrical wiring harness system repair/maintenance Inspecting, servicing, maintaining, replacement, adjusting and testing of wheeled vehicles and material handling equipment systems, subsystems and components Performed management or stock record/warehouse functions pertaining to receipt, storage, distribution, and issued and maintained equipment records and parts Reviewed and verified quantities received against bills of contracts, purchase requests and shipping documents and raised the quality and accuracy of performance, cost, and parts through improved maintenance management.

April 1998

to

February 2003

Company Name Team Leader

- Infantryman 40+ hrs per week Schofield Barracks, HI \$28,000 per year Supervisor: Tony Cata The infantry is the main land combat force and backbone of the Army.
- They are responsible for defending our country against any threat by land, as well as capturing, destroying and repelling enemy ground forces.
- Perform as a member of a fire team during drills and combat Aid in the mobilization of vehicles, troops and weaponry Assist in reconnaissance missions Process prisoners of war and captured documents Use, maintain and store combat weapons (e.g., rifles, machine guns, antitank mines, etc.) Maintained the records and maintenance for military weapons.

Education and Training

October 2014

DeVry University City , State Bachelors of College of Business Management : Technical Management GPA: Graduation with Distinction GPA: 3.0

Technical Management Graduation with Distinction GPA: 3.0

Principles of Management Project Management

Interests

U.S Veterans Preference: 10 Points Military Serves: 05/2007 - 08/2012, Honorable Discharge Military Serves: 04/1998 - 02/2003, Honorable Discharge Security Clearance: Secret inactive Special Hiring Authorities: VEOA, VRA, 30% or Greater Service Connected Disabled Veteran & Schedule A Hiring Authority.

Skills

Army, clerical, good communication skills, hardware, Computer Knowledge, contracts, excellent customer service, customer service, Customer Support, electrical wiring, English, filing, IBM, Information technology, leadership, mechanic, Excel, Microsoft Office, Outlook, PowerPoint, Windows 7, Word, migration, weapons, Multi-tasking, network administration, network, Operating System, problem solving skills, Project Management, quality, record keeping, shipping, Spanish, Supervisor, supervising, supervision, Technical support, Technician, answering phones, phone, troubleshooting, typing

Additional Information

- Citizenship: U.S Veterans Preference: 10 Points Military Serves: 05/2007 - 08/2012, Honorable Discharge Military Serves: 04/1998 - 02/2003, Honorable Discharge Security Clearance: Secret inactive Special Hiring Authorities: VEOA, VRA, 30% or Greater Service Connected Disabled Veteran & Schedule A Hiring Authority.