

****NAME****

****ADDRESS****

****PHONE # AND EMAIL****

Professional Summary

Accomplished IT professional possessing extensive technical experience spanning desktop support, server administration, and network management. Currently pursuing the Cisco certification track and focused on starting a career in networking. Competent at solving problems, learning new systems, and providing friendly user support.

Education

Kennesaw State University - Kennesaw, GA December 2012
• Bachelor of Business Administration in Management, minor in Information Systems

Certifications

• CompTIA A+, License XXXXXXXXXXXXXXXX September 2014

Work Experience

****CORPORATION** - Kennesaw, GA** June 2013-Present
Management Information Systems (MIS) Assistant

- Provide Tier 1 software, hardware, client/server, and networking technical support for over 100 employees in the metro Atlanta area by phone and in person as needed to minimize downtime
- Provide website and proprietary application support for hundreds of dealer personnel across North America
- Coordinate and implement all new equipment rollouts, including hardware setup, imaging, and secure handling of user data transfer
- Administer and support company cell phone phones and plans for all remote personnel
- Manage implementation and maintenance of video security systems at main office and Newnan plant
- Develop documentation for internal processes, procedures, and network architecture

****SAME CORPORATION AS ABOVE** - Kennesaw, GA** September 2012-June 2013
Sales Support and Marketing Intern

- Provided materials and information to nationwide network of dealers and sales managers
- Developed demand forecasts, processed rebates and promotional programs, and maintained competitive specifications
- Designed marketing materials including commercials, brochures, and other print media

****RESTAURANT** - Dublin, Ireland** May 2013-August 2012
Server/Barista

- Managed outdoor cafe in Dublin's busiest tourist center

****MAJOR HEALTH SYSTEM** - Smyrna, GA** October 2009-September 2012
Medical Records/EMR

- Converted multiple physicians' offices from paper charts to electronic medical records
- Managed department of medical records at Smyrna Primary Care
- Handled patient and healthcare provider requests and concerns in regards to medical records
- Finished conversion of Cornerstone Family Medicine a month ahead of schedule

****UMPIRE ASSOCIATION** - Kennesaw, GA** January 2009-Present
Softball Umpire

- Officiate girls' fastpitch softball in North Georgia
- Assist in the training of new umpires

****RESTAURANT** - Kennesaw, GA** July 2008-April 2009
Host

- Seated tables and provided customer service in order to facilitate overall dining room efficiency