

Objective

Progressively moving up within different positions have held. Graduated from IT Technical Institute with a Bachelor of Science in Cyber Security. Received Master's degree specializing in computer Security.

Skills

Customer Service, Computer Skills, Email, Human Resources.

Work Experience

Support Representative III

AT&T - September 2009 – 2020

- Manage the sales floor to ensure a positive customer experience.
- Explain products and provide instructions for use, care, and operation.
- Transfer inventory, assist with counts and resetting merchandise. Supported AS400 computers and peripherals.
- Open and close cash registers, balancing drawers, making deposits.
- Answer phones, greet customers, ascertain customer wants and needs.
- Role at Public Surplus was to assist all Government agencies within the region.
- Technical assistance, training new users, investigating accounting discrepancies, and any other requests.

Support Representative

ABC Corporation - 2005 – 2009

- for debt collection.
- Reconcile customer accounts in a fast pace environment using information taken from two different ledger systems to facilitate collection of customer debt by ensuring the accuracy of the ledger account entries.
- End-to-end ownership for resolving complex and escalated customer queries including outbound communication.
- Also performed general ledger maintenance such as debit - credit cleanse and rebuilding of ledger after misallocation corrections.
- Intermediate level of Excel required.
- Reason for leaving; relocating back to the United States..
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

Computers - (Joliet Junior College - Joliet, IL)