### **OBJECTIVE**

### Seeking a challenging position within a company/agency where my skills and abilities can be utilized, to our mutual benefit.

### **PROFESSIONAL WORK EXPERIENCE**

**Help Desk Technician** June 2009-December 2011

Rust College, Holly Spring, MS

* Identifies, diagnoses, and resolves Level One problems for users of the mainframe, personal

computer software and hardware, District network, the Internet and new computer technology in a

call center environment; communicates solutions to end-users.

* Provides one-on-one end-user problem resolution over the phone for District approved Personal

Computer (PC) software.

* Delivers, tags, sets up, and assists in the configuration of end-user PC desktop hardware, software

and peripherals.

* Diagnoses and resolves end-user network or local printer problems, PC hardware problems and

mainframe, e-mail, Internet, dial-in, and local-area network access problems.

* Coordinates timely repair of PC computer equipment covered by third-party vendor maintenance

agreements.

* Performs minor desktop hardware repair for PC computer equipment and peripherals that are not

covered by third-party vendor maintenance agreements.

* Install local area network cabling systems and equipment such as network interface cards,

hubs and switches.

* Assists Network Technicians in creating materials for end-user frequently asked questions (FAQs).

# **Package Handler** October 2007 – July 2010

FedEx Ground, Olive Branch, MS

* Perform freight handling using appropriate motorized and manual equipment, including but not limited to: forklift, pallet jack and hand truck
* Verify documentation matches freight description (e.g. type, weight, hazardous materials), using current electronic or manual system
* Arrange freight to maximize trailer capacity, distribute the weight and secure the contents using appropriate tools and supplies (e.g. pallets, straps, rope)
* Breakdown and remove internal trailer packing structure, including but not limited to: beams and load decks
* Secure freight inside trailers using appropriate tools and supplies (e.g. pallets, straps, rope)
* Recoup/repair damaged freight when necessary
* Verify and complete required documentation and reports
* Assist customers with freight and freight documentation as needed
* Comply with all applicable laws/regulations, as well as company policies/procedures

# **Server** April 2007- September 2007

Chili’s Restaurant, Olive Branch, MS

**Duties:**

* Provide prompt, courteous, and professional service to customers
* Take food and beverage orders, deliver meals and drinks
* Anticipate and address customers concerns
* Assist the host/ hostess in greeting and seating guests
* Communicate with other staff regarding needs of customers, outstanding bar tabs supply shortages, and equipment problems
* Help customers read and understand the menu

### **VOLUNTEER EXPERIENCE**

Mentor/Tutor at S. V. Marshall Elementary School August 2001- May 2005

Mentor/Tutor at Holly Springs Community Center August 2006- Present

AmeriCorps August 2008- April 2009

### **EDUCATION**

Rust College, Holly Springs , MS. August ’05- May ‘11

S. V. Marshall High School, Tchula, MS Diploma May 2005

### **COMPUTER SKILLS**

* Keyboarding
* Programming Language (like C/C++ language)
* Visual Basic
* Unix
* Linx OS
* Certified Web Designer