

Jennifer Tate

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Objective

A knowledgeable, motivated, and resourceful self-starter, educated in technical support, computer science, and office administration, looking to grow and develop with Decisions, by obtaining a position relevant to my field of study.

Summary of Qualifications

- Over 16 years' experience in customer service
 - Over 7 years' experience in technical support
 - Over 5 years' experience in administrative support
 - Over 4 years' experience in web design
 - Over 2 years' experience in programming
 - Over 2 years' experience in management
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Technical Skills

- Adobe: Photoshop, Premiere Pro, Spark
- Content Management System (CMS): Weebly, Wix, WordPress
- eCommerce: OpenCart, SquareUp, WooCommerce
- Google: Calendar, Docs, Drive, G Suite, Sheets, Slides
- Microsoft Office: Access, Excel, PowerPoint, Word
- Operating Systems: Windows 7/8/10, Unix
- Programming Languages: C++, CSS, HTML, Java, JavaScript
- Server Software: cPanel, WHM, Root WHM
- Ticketing: Clarify, eDesk, Remedy, Zendesk
- WordPress Page Builders: BoldGrid, Classic, Divi, Elementor, Gutenberg

Personal Skills

- Attention to Detail
 - Creativity
 - Critical Thinking
 - Data Analysis
 - Leadership
 - Multitasking
 - Problem Solving
 - Quality Assurance
 - Teamwork
 - Troubleshooting
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Professional Experience

InMotion Hosting

Tier IE, Permanent

Aug 2019 - Current

- Answered questions for TI support
- Assisted TI support with troubleshooting
- Provided advanced support as root user on VPS and dedicated servers
- Escalated to other departments, as required

Tier I, Permanent

Aug 2018 - Aug 2019

- Analyzed client inquiries to determine best process to proceed
- Requested additional information to clearly understand client needs
- Troubleshooted technical issues to work towards a resolution
- Resolved issues ranging from server errors and site errors
- Assisted clients with backups, site changes, and updates to server and site software
- Utilized PowerShell to process commands

Tidewater Community College

Trainer Instructor I, Permanent

May 2014 - Sep 2018

- Assisted students with Microsoft Office applications
- Managed schedule for lab assistants
- Monitored and maintained 500+ computers
- Imaged and reimaged drives
- Installed and updated software
- Repaired systems as hardware and/or software errors occurred

IT Technician, Volunteer

Sep 2013 - Dec 2014

- Collected donations from third-party companies
- Rebuilt computers with new hardware and software
- Configured networks for non-profit organizations

Cegedim

Tier I Help Desk, Contract

Mar 2014 - Jun 2014

- Assisted clients with initial iPad configuration
- Documented and reported issues with iRep software
- Resolved issues with iPad –VPN communication

Tier I Help Desk, Contract

May 2013 - Jan 2014

- Performed basic troubleshooting on Microsoft Office applications
- Instructed clients on how to use various features within Microsoft Office applications
- Assisted clients with third-party software issues
- Utilized Active Directory to reset client passwords and unlocks accounts
- Documented first-call resolution and escalation tickets in Remedy

ResCare

IT Technician, Temporary

Oct 2012 - Apr 2013

- Created and maintained personal schedule
- Opened and managed computer lab for residents
- Delegated cleaning assignments to volunteers

Potomac Job Corps Center

IT Trainee

Apr 2012 - Jul 2012

- Identified and repaired hardware issues
- Dismantled and rebuilt 50+ printer and computer
- Educated 25+ staff on proper usage of RSA Security Tokens

Administrative Assistant of Finance

Sep 2011 - Mar 2012

- Restored organization to financial and operational records
- Resolved accounts by communicating with companies by phone
- Created and maintained excel spreadsheets with various formulas

Administrative Assistant of Recreation

Aug 2011 - Dec 2011

- Served as first point of contact between recreation manager and staff
- Designed detailed and creative calendars, increasing organization and effectiveness

Education

Old Dominion University

Bachelor of Science

Est. Dec 2021

Major: Computer Science

Relevant Coursework:

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| <ul style="list-style-type: none"> • Advanced Data Structures and Algorithms • Introduction to Discrete Structures • Introduction to Software Engineering • Introduction to Theoretical Computer Science | <ul style="list-style-type: none"> • Object-Oriented Programming and Design • Operating Systems • Principles of Programming Languages • Web Programming |
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Tidewater Community College

Associate of Science

Aug 2016

Major: Computer Science

Cumulative GPA: 3.72

Relevant Coursework:

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| <ul style="list-style-type: none"> • Advanced Computer Apps & Integration • Advanced Computer Organization • Computer Organization • Computer Science I | <ul style="list-style-type: none"> • Introduction to Computing • Information Literacy • Programming with C++ • UNIX I |
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Edison Job Corps Academy

A+/Microsoft

Apr 2013

Certifications:

- Microsoft Certified IT Professional, Windows 7
- Microsoft Certified Technology Specialist, Windows 7
- Microsoft Certified Professional: Programming in HTML5 with CSS3 and JavaScript
- CompTIA A+

Potomac Job Corps Center

Office Administration

Jun 2012

Certifications:

- Internet and Computing Core Certification
- Microsoft Office Specialist: Word 2007
- Microsoft Office Specialist: PowerPoint 2007
- Microsoft Office Specialist: Excel 2007

Available Upon Request

Digital Portfolio

References

Samples of Work