Kenneth T. Smith

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HDI Certified Customer Service Representative
ITIL Framework Experience
ITIL/ITSM Awareness Seminar

Strengths

- Ability to effectively manage several responsibilities simultaneously.
- Effectively manage office staff of 5 – 20 individuals.
- Motivated self-starter who learns quickly.
- Communicate effectively with clients and colleagues.
- Experience with utilizing Web 2.0 technologies for training and troubleshooting.
- Excellent problem solving skills.

Technical Knowledge

Experience in troubleshooting/usage of Microsoft Office, Microsoft Windows ME – Windows 8, Microsoft Windows Server 2008, Apple Macintosh OS 7.0 – 9.x and OS X 10.3 – 10.6, IBM/Lotus Notes Client software, Apple iOS devices.

Experience in utilizing Adobe Acrobat Pro, Macromedia/Adobe Dreamweaver, Fireworks, and Flash, Adobe Photoshop.

Experience

PC Support Services – Help/Service Desk Specialist   Dec 2001 – Present
Seton Hall University   *South Orange, NJ*

- Provide technical hardware and software support for over 20,000 users.
- Offer tutorials in various types of software packages and hardware over the telephone, in person and via email.
- Create tutorial documents to be distributed to users and off-site support staff.
- Provide training to existing/new student workers and employees.
- Create documentation for off site support staff and work with off site management on ticket resolution.
- Investigate RIAA Copyright Infringement/Violation notifications.

Medical Review and Information – Web Developer (Intern)   Aug 2001 – Oct 2001
Merck and Company   *Whitehouse Station, NJ*

- Creation of intranet website designs and templates.
- Maintain and update existing webpages.
- Assist other employees with problems that arose on existing webpages.
- Graphic design for use in new and existing webpages.
- Provide current employees with tutorials in web and graphic design applications.

Stock Dividends Department – Clerical   Summer 1998 & 1999
Depository Trust Company   *New York, NY*

- Assist customers in routing payments on a daily basis.
- Verify transaction and balance information.
- Help in tracking customer accounts among departments.
- Assist supervisors with computer related problems.
- Resolve financial discrepancies between the customers and the data on file.

PC Support Services – Student Help Desk Specialist   Oct 1998 – June 2001
Seton Hall University   *South Orange, NJ*

- Provide technical hardware and software support for over 20,000 users.
- Offer tutorials in various types of software packages and hardware over the telephone.
- Distribute laptop computers to the incoming freshman class and offered instruction on the components.
- Serve as supervisor to other student workers within call center.

Education

Seton Hall University 1997 – 2001
South Orange, NJ
Bachelor's of Science Degree in Biology
University Scholarship Recipient

Other Activities

Freelance Web Developer   2002 – Present
- Design and develop website projects with varying academic and non-academic clients.
- Graphic and logo design for usage in website project.
- Testing and implementation of design within various browser versions and devices to ensure a seamless interface.
- Experienced in using CSS, HTML, DHTML, Javascript, XML, Macromedia/Adobe Flash.

Student Worker Training   2003 – Present
- Train new and existing student workers on current and newly created policies and procedures.
- Field questions from student workers regarding processes
- Create and host yearly game show type training events to teach as well as test student worker's understanding of common practices and customer inquiries.