

Angela Malveaux

Technical Support Specialist and cashier

Loveland, CO 80538

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720.453.5507

To lead, challenge, and be challenged in a dynamic work environment while providing superior value and service.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Cashier

GoodeDeals - Loveland, CO

January 2021 to Present

- Retail customer service.
- Sales and upselling.
- Technical testing of all products to ensure functionality before purchase.
- Counted out cash drawers
- Greeted customers
- Rang up purchases
- Assisted customers in finding or ordering merchandise
- Handled customer complaints and concerns
- Opened the store

Office Assistant/in-house IT Support

Ultimate Builders, LLC - Loveland, CO

August 2017 to Present

- Created all contracts, estimates, time cards, and invoices.
- Completed employment verifications.
- Edit and finalize all outgoing documents.
- Software installations and upgrades.
- Personal assistant for anything needed for the company owner.

Remote technical support specialist

Apple Inc - Cupertino, CA

November 2014 to April 2016

Inbound technical support for all Apple products, customer service, sales, troubleshooting, and repair.

Virtual technical support specialist

Sitel Corporation - Nashville, TN

July 2013 to September 2014

- Inbound technical support and troubleshooting.
- Meeting monthly metrics quotas.

- Billing.
- Setting up repairs.
- Customer service to all DirecTV customers.

Education

BS in Health Science

Stevens-Henager College - Ogden, UT
2015

High school diploma or GED

Skills

- MULTITASKING (10+ years)
- PC (10+ years)
- Apple/Mac certified (5 years)
- Microsoft office programs (10+ years)
- Typing (5 years)
- Multi-Line Phone System (8 years)
- Virtual office discipline (8 years)
- Team Building (5 years)
- Technical Support (8 years)
- Troubleshooting (8 years)
- Customer Relations (10+ years)
- Salesforce (2 years)
- Kronos (2 years)
- Front Office
- Office Admin
- Office 365
- Front Desk
- Microsoft Office
- Cash Handling
- Training
- Organizational Skills
- Photoshop
- Inventory
- MAC
- Tech Support
- Help Desk
- Desktop Support

- Service Desk
- IT Support
- Network Support
- Software Troubleshooting
- Operating Systems
- Microsoft Windows
- LAN
- VoIP
- Mac OS
- Avaya (8 years)
- DHCP
- WAN
- Research
- Leadership
- CRM software
- Ethernet
- DNS
- Citrix
- Customer Support (10+ years)
- iOS
- Google Suite
- ConnectWise
- Firewall
- Active Directory
- Microsoft Windows Server
- VPN
- TCP/IP
- Android
- Remote Access Software
- Microsoft Word
- Customer service
- Microsoft Outlook
- Linux
- Authentication

Certifications and Licenses

Apple Certified

Certified Apple technician with Mac+ emphasis.

Assessments

Work Style: Conscientiousness — Expert

May 2019

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Expert](#)

Technical Support: Customer Situations — Highly Proficient

July 2020

Responding to technical support situations with sensitivity

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

SKILLS

- Communicating
- Multitasking
- Prioritizing
- Technically savvy
- Organizing