

LASHANDA GLOVER

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QUALIFICATIONS PROFILE

Energetic and ambitious, with outstanding technical and customer service talents backed by commitment to meeting customer need in entry-level IT support role.

- ◆ Thoroughly trained in office IT systems and networking, computer / applications support, help desk operations, Web design, programming, and IT project management.
- ◆ Analytical, precise, and logical problem solver; noted for dedication and tenacity in identifying root causes, diagnosing performance issues, and troubleshooting problems until complete resolution is achieved.
- ◆ Adept in both team leadership and independent contributor roles; easily take point on key initiatives, or provide valuable assistance in support roles.
- ◆ Reliable and dedicated to company success; willing to contribute long hours to complete priority projects on time and on budget.
- ◆ Dynamic, natural communicator with solid customer service skills gained from prior client-facing roles; easily form productive relationships across different lines of business.
- ◆ Passion for continual learning, with talent for quickly mastering new programming methods, IT processes, and technologies that streamline daily operations.

Core Technologies

Environments: Unix, Windows

Tools: HTML, MS Office Suite (Access, Excel, Outlook, PowerPoint, Word), Visual Basic

EDUCATION BACKGROUND

Bachelor of Science in Information Technology Services (2011)

MISSISSIPPI STATE COLLEGE, Starkville, MS

- ~ Zeta Phi Beta Sorority: Executive Board (Parliamentarian), Web Page Editor, Events Planner
- ~ Phi Beta Lambda (Future Business Leaders of America)

EXPERIENCE HIGHLIGHTS

MISSISSIPPI STATE COLLEGE, Starkville, MS

IT Services Student, 9/2007 – 4/2011

Gained hands-on experience working across the project management life cycle in business IT, leveraging theory and practical application of technology to complete projects in computer repair and maintenance, advanced office systems design and implementation, data / network analysis, call center management, Visual Basic programming, graphic Web design, HTML coding, and desktop publishing.

- ◆ Demonstrated ability to define project needs, coordinate necessary resources, and devise effective methods for achieving technology goals.

Continued...

- ♦ Strengthened technical documentation skills; conducted research and wrote detailed reports on broad range of IT projects and processes for presentation to program leaders.

MISSISSIPPI STATE COLLEGE, Starkville, MS

Distance Education Internship, 9/2010 – 12/2010

Provided technical assistance and support to students, faculty, and staff of distance education program; configured software and hardware, troubleshooted computer issues, and aided program facilitators in conducting Web-based events.

- ♦ Set up videoconferences using commercial software and Webcams, and filmed quick bite programs to provide A/V material for classes and seminars.

MISSISSIPPI STATE COLLEGE, Starkville, MS

Library Assistant - Mitchell Memorial Library, 8/2007 – 12/2010

Performed variety of technical and administrative tasks to support student research and daily library operations.

- ♦ Maintained complex computer databases, managed journals and periodicals section, kept meticulous records of business correspondence, and assisted students in locating publications and information.

ADDITIONAL EXPERIENCE

WALMART SUPER CENTER, Starkville, MS

Electronics Sales Associate

Deliver world-class customer service, interacting directly with patrons to identify their needs and recommend appropriate products and services. Conduct credit and cash transactions quickly and accurately, and ensure daily cash counts are correct. Receive and address customer inquiries, mentor new hires and junior employees, and assist supervisors and senior managers in completing special projects

- ♦ Provided customers with sound consumer electronics recommendations, drawing upon strong familiarity with various brands, platforms, and operating capabilities.

LOWE'S HOME IMPROVEMENT, Starkville, MS

Customer Service Representative

Promoted pleasant, low-pressure shopping experience while providing stellar customer service to patrons of national retail chain; assisted in generating sales by clearly relaying information on store sales events, and maintaining stock levels optimized and ready to meet demand.

- ♦ Demonstrated strong teamwork and leadership qualities, meeting performance targets consistently and stepping up to take ownership of customer service outcomes.