

EXPERIENCES



Level 1 HelpDesk Analyst FEB 2017- DEC 2017

CARETECH SOLUTIONS

Accepted inbound calls from various hospitals and assist with IT as needed for the EMR system, EPIC working with two hospitals in New York. I would take as many as 1,400 calls a month while maintaining quality assurance.

AppleCare Advisor JUL 2016 - OCT 2016

CONCENTRIX

Provided support for Apple users across the country. My top priorities were to maintain knowledge about all iOS Apple products and to uphold our customer service values. I assisted taking inbound calls for technical support and setting future appointments for device repairs.

Student Support Technician AUG 2015 - APR 2016

GRAND VALLEY IT DEPARTMENT

Assisted students with any IT support or general computer lab questions. I ensured that all supplies were replenished and would regularly perform minor repairs and updates.

EDUCATION



GRAND VALLEY STATE UNIVERSITY

Earned a Bachelor's of Arts degree in Advertising and Public Relations in the Spring of 2016. The program is established in the School of Communications with an emphasis in PR.

REFERENCES



Angelia Johnson

Fitness and Life Coach

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Mary Witte

Creative Director

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Marcus Westbrooks

NOMMFUL Founder

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CJ Clairborne

Level 2 HelpDesk Analyst

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FREELANCE PR ACHIEVEMENTS



- TEAM ANGIE FITNESS: Increased social media engagement by 32%
- PETER FLETCHER: Booked over 50 performances across the nation
- NOMMFUL: Developed campaign for successful product launch
- GRCDC: Increased online parent/teacher engagement by 14%
- INTELLECT: Assisted in selling out event venue.

AJA NERO

Communications Strategist

INFO



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PROFILE



My passion lies with the pen. I am a writer of all things professional and recreational. My IT background is strong and I take on freelance PR assignments when I have time. I aim to obtain a position in account management with a driven company to cultivate beneficial relationships between the company and its clients, while encouraging my own development.