

Celeste Griffin

236 Cooke Rd Pontotoc, MS 38863 | +1 662 297 6116 | cdgriffin0913@gmail.com

Professional Summary

Astute IT Service Technician candidate with 10 years of technical support experience and a Bachelor's in Software Engineering. Demonstrated expertise in troubleshooting hardware, software, and network issues, supported by a Google IT Support Professional Certificate and strong multitasking and communication skills.

Work Experience

Tugger Driver

Ashley Distribution Services | Ecu, MS

January 2022 to May 2022

- Collaborated with cross-functional teams to resolve inventory discrepancies, demonstrating strong problem-solving skills in a technical environment
- Assisted in the implementation of new warehouse management software, supporting technology upgrades and process improvements
- Utilized RF scanners and technology to accurately track inventory movement, showcasing technical proficiency
- Maintained accurate records and documentation, demonstrating attention to detail and organizational skills
- Provided training and support to new team members on technology and safety protocols
- Managed multiple priorities effectively while maintaining attention to detail in a fast-paced environment

Forklift Operator/Material Handler

Aramark food services | Jackson, MS

March 2020 to December 2021

- Utilized inventory management systems and technology to track shipments, demonstrating technical proficiency
- Collaborated with team members to optimize workflow and implement process improvements
- Maintained accurate records and documentation, supporting organizational and data management skills
- Provided training to new operators on safe equipment use and technology
- Responded quickly to urgent requests, demonstrating ability to manage multiple tasks simultaneously
- Adhered to safety protocols and company policies, ensuring compliance and reliability

Customer Resolution Specialist

Asurion | Tupelo, OK

January 2015 to August 2017

- Provided technical support to customers via phone, email, and chat, troubleshooting hardware and software issues
- Troubleshot network connectivity, computers, printers, routers, and mobile devices, demonstrating broad technical expertise
- Documented all customer interactions and solutions in a detailed ticketing system
- Mentored new team members on technical troubleshooting techniques and best practices
- Collaborated with cross-functional teams to identify recurring technical issues and provide feedback for product improvement
- Developed training materials and conducted training sessions for internal staff on new product features or updates
- Leveraged remote access tools to troubleshoot customer systems remotely
- Maintained a comprehensive knowledge of industry trends and emerging technologies
- Provided guidance on best practices for system configurations, security settings, and data backups

Customer Resolutions Specialist

iQor | Tupelo, MS

January 2015 to August 2017

- Provided technical support to customers via phone, email, and chat, resolving hardware and software issues
- Assisted customers in configuring software applications and resolving compatibility issues
- Mentored new team members on technical troubleshooting techniques and best practices
- Developed training materials and conducted training sessions for internal staff on new product features or updates
- Collaborated with development teams during beta testing phases of new product releases, providing valuable user feedback
- Identified opportunities for process improvements within the support workflow
- Leveraged remote access tools to troubleshoot customer systems remotely
- Maintained accurate records of all support interactions, including detailed notes on troubleshooting steps taken
- Demonstrated strong analytical skills by identifying patterns and trends in customer issues

Debt Collector

Franklin Collection Service | Tupelo, MS

November 2014 to December 2015

- Utilized effective communication skills to establish rapport and resolve customer inquiries professionally
- Managed a high volume of accounts, prioritizing tasks and maintaining accurate documentation
- Conducted thorough investigations to locate and contact individuals, demonstrating problem-solving and research skills
- Maintained compliance with regulatory requirements and company policies

Education

Software Engineering (Bachelor's degree)

American Public University | Mississippi

June 2015 to August 2019

Psychology (Associate's degree)

Itawamba Community College | Fulton, MS

August 2013 to May 2015

Skills

Technical support Troubleshooting hardware and software Network troubleshooting Windows OS Server administration Documentation Customer communication Remote support System upgrades Preventive maintenance Process improvement Attention to detail Task prioritization Training and mentoring Technical problem-solving

Languages

English - Fluent

Certifications and Licenses

ServSafe

Forklift Certification

Additional Information

Authorized to work in the US for any employer