

Amy Ewing

ISS Student

W: <http://www.worky.com/amy-ewing>

Wanting to find a company that desires an individual who is anxious to learn and achieve goals in computer networking systems/software. To enhance effectiveness and productivity in the company. To grow within the company and be a valuable asset.

Administrative skills

Microsoft Office 2003 Suite Typing 50+

Switchboard Organizing Skills

Customer Service Microsoft Office 2007

Technical Skills

Installation/Configuration of Vista and XP

Other skills

Multi- tasking Verbal/Non verbal communication skills

Avid Listener Dependable

Amy Ewing's Professional Experience

2009 - 2011 **NCO Financial Systems - Apple Advisor**

Principal Responsibilities

Communicate via inbound and outbound emails and live web chats with consumers.

Provide prompt resolution to customer inquiries by providing appropriate and accurate information.

Accurately document and update records in required systems.

Follow up in a timely manner to ensure customer satisfaction.

Understand all programs, systems, and procedures necessary to perform job effectively.

Communicate feedback and progress to management.

Maintain diplomacy and tact when dealing with upset or escalated emails or chats.

Escalate customer complaints and/or emails through the appropriate channel to management.

Knowledge, understanding, and compliance with all applicable Federal, State, and Local laws and regulations as directed by management or during training.

Knowledge, understanding, and compliance with NCO policies and procedures.

Provide feedback to management concerning possible problems or areas of improvement.

Make recommendations to implement improved processes.

Perform other duties as assigned by management.

2007 - 2007 **WireWay Husky(PMI) - Human Resources Clerk**

I assisted the human resources manager in the office, using their database Abra, for end of year taxes. Sorted, delivered, and sent outgoing/incoming mail to employees in office. I assisted office manager with tasks and alternated between switchboard, faxing, and email delivery.

Key Skills human resources, Human Resources Manager, Office Manager, Switchboard

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2006 - 2006 **Packaging Unlimited - Inventory Supervisor**

- * Keeping Inventory of product in warehouse.
- * Transferring data in computer database.
- * Working with QA and production line for best results of consumers product.

Key Skills data

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2005 - 2006 **Perrigo Heating & Air Conditioning - Secretary Assistant**

Answering phone lines, communicating with drivers via nextel radio, file updates, dictating and typing proposals, accounts receivable, faxing, MS Office, and Quick Books.

Key Skills accounts receivable, Drivers, MS Office, typing

2005 - 2006 **Perrigo Heating & Air Conditioning - Secretary Assistant**

Answering phone lines, communicating with drivers via nextel radio, file updates, dictating and typing proposals, accounts receivable, faxing, MS Office, and Quick Books.

Key Skills accounts receivable, Drivers, MS Office, typing

1997 - 2000 **Catawba Heights Baptist Church - Preschool Teacher**

for the two year old room. I attended to the needs of each individual child according to their development. Planned daily activities for motor skill development, language development, organizational skills, and supervised outside activities

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Amy Ewing's Education and Qualifications

2013 **Bachelor/Degree - ISS, Infomation Systems Securities**

ITT Technical Institute

Honors, Gamma Beta

2009 **Bachelor/Degree - CNS, Information, Administration**

ITT Technical Institute

Bachelor/Degree - Bachelor of Science, Internet Securities

ITT Technical Institute

Bachelor/Degree - Bachelor of Science, Internet Securities

ITT Technical Institute

Amy Ewing's Additional Information

Links

Personal Website - <http://teckmypc.com>

Portfolio - <http://www.wix.com/amyewing09/portfolio>

LinkedIn Profile - <http://www.linkedin.com/in/aewing>

Worky Profile - <http://www.worky.com/amy-ewing>

LinkedIn Profile - <http://www.linkedin.com/in/aewing>

Facebook Profile - <http://www.facebook.com/aceofdenial>

Interests

I enjoy experimenting with new software, web applications

Memberships

Gamma Beta Phi
