

Kristen Campbell

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Recent graduate of an intensive IT program focused on developing skills in technical support to obtain the Google IT Support Professional certificate. 15+ years of experience in customer-facing roles have led to strengthened skills in communication, customer service, and client management.

RELEVANT SKILLS

- Technical Support & Troubleshooting • Ticketing System • User Training & Support • Operating Systems Installation • Software Installation & Configuration • Customer Service • Schedule Management Adaptability •
 - Analyze Data Research •Desire to learn• Microsoft Office & Excel• Flexibility•
- Excellent Written & Oral Communication •Emotional Intelligence• Time management• Advanced Multi-tasking• •Produce Knowledge• Patience• Sales • Clear Communication

EDUCATION

Merit America • *Virtual*
09/2021

Expected Graduation,

Google IT Support Professional Certificate

- Skill development includes **troubleshooting, customer support, networking, operating systems, systems administration, and security** — all the fundamentals of IT support that are critical for success in the workplace; comparable to the latest CompTIA A+ certification

Additional Skill Development

- Completed hands-on coursework covering **Microsoft 365, Windows 10, Spiceworks** ticketing system, and **fundamental cloud concepts**

Ultimate Medical Academy • Online
11/2018

Health and Human Service, AS

- Developed strong knowledge in case management and other mental health-related fields. Explored etiology of social problems among the general population, minorities and out-groups, the history and development of mental health services, legal and ethical issues and various settings in which services are provided.

Keiser University • Online

Medical Assisting, AS

11/2013

- learning to take vital signs, assist in minor surgeries, administer electrocardiograms, take x-rays, and perform other diverse skills. You will also learn to handle administrative duties including scheduling appointments, billing, maintaining patient records, processing insurance claims and even ordering medical supplies.

PROFESSIONAL EXPERIENCE

Remote Customer Service Agent • *Mass Markets, Savannah, GA*

Jan 2021-Present

- Provide customer service through the help desk by answering questions about the COVID-19 Vaccine such as providing locations and times for the vaccine.
- Provided customer service and met basic needs of all customers in a timely manner. Scheduled and confirmed appointments and meetings for senior management team.

- Assisted customer in filing weekly unemployment certifications.
- Assisted customers in filing new claims.
- Assisted customer with claim status and uploading documents.
- Collaborate with other co-workers and supervisor through slack messenger.
- Supported the basic needs of the customer in a timely manner.
- Provided support and resources for other co-workers.
- Achieved excellent customer service and intrapersonal skills.

Health and Disabilities Advocate/ Family Advocate, Head Start

08/2017-01/2021

Family Advocate, Community Action For Improvement,

09/2020 – 01/2021

- Collaborated with families to assist in growth, development, and education to increase potential.
- Identified available community resources and programs for families of disabled children.
- Used interactive visuals and static worksheets to teach each student algebra and writing techniques.
- Interviewed individuals and families to assess needs and provide informational resources.

Family Advocate, Community Development Institute,

02/2020 – 08/2020

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- Interviewed individuals and families to assess needs and provide informational resources.

Family Advocate, Community Development Institute,

01/2019- 06/ 2019

- Planning and conducting parent meetings go over head start policies and procedures.
- Answer any questions the parents may have about are program.
- Completing head start applications.
- Provided support to families in crisis situations.
- Provided individualized support to a caseload of families whose children have chronic health and nutrition conditions and special needs.
- Work with team members and the Health and Nutrition Coordinators to assure that all children in their assigned centers are up to date on health screening requirements, receive health follow-up on acute and chronic conditions, and have medical and dental homes

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08/2017 – 12/2018

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