

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 • Flexibility

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

Keiser University • Online
11/2013

Medical Assisting, AS

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.

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

- 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

01/2019- 06/ 2019

- Organized monthly parent meetings.
- Supported families with achieving goals such as being self-sufficient.
- Completed 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.

Health and Disabilities Advocate

08/2017 – 12/2018

- Organized monthly parent meetings.
- Supported families with achieving goals such as being self-sufficient.
- Completed 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.