

Felicity Smoak

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End of summer 2021 internship position with Fiserv

EDUCATION

Bachelor of Business Administration, Computer Information Systems minor
University of North Georgia, Dahlonega, GA, USA

Expected May 20XX
GPA: 3.6/4.0

Honors: Phi Kappa Phi - Academic Honor Society, President's List-2 semesters, Dean's List-3 semesters

EXPERIENCE

IT Support Technician, Atlanta, GA May 20XX – Present

Installed, configured, and maintained computer hardware, including PCs, laptops, laserjet and inkjet printers, handheld devices, wireless PDAs and smart phones. Maintained server room and network infrastructure for a staff of 500 employees.
Designed and developed department website using HTML5, CSS3, and JavaScript.
Handled 100% of assigned customer calls within a 24-hour period during internship period.
Administered security such as folder permissions, file system security, and operating system updates and maintenance.
Managed internal projects for workstation, equipment, and server.

Sales Associate, Kohl's Department Store, Gainesville, GA Aug. 20XX - Jan. 20XX

Managed 25,000 sq. ft. inventory in inventory. Coordinated merchandise in a point-of-sale based tracking system.
Coordinated staff schedules during peak sales hours resulting in a 10% increase in sales.

Intern, City Plumbing & Electric Supply, Gainesville, GA June 20XX – Aug. 20XX

Designed, programmed, and integrated new point-of-sale or detection equipment.
Completed troubleshooting and routine repair of company computers resulting in a 20% increase in operating efficiency.
A series of 4

Student Assistant, Office of Student Involvement, UNG, Dahlonega, GA Jan. 20XX – May 20XX

Published 30 events in Campus Groups, an on-line campus community platform, to increase awareness of events

PROJECTS

Network and Infrastructure, UNG Spring 2020

Demonstrated infrastructure best practices including ITIL and COBIT.