

Erin Motyka

Support Tech Specialist

Jacksonville, FL

erinmotyka@gmail.com

I'm currently in the market for an IT career. Right now, I'm looking for a help desk position.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Best Buy

July 2015 to Present

I take calls for all the stores in Jacksonville and in all of the departments in the store including Geek Squad. I troubleshoot devices over the phone as well as answer questions regarding all of the technology we sell.

Technical Support Representative

University of North Florida - Jacksonville, FL

April 2016 to August 2016

Students and staff would drop off their computers with us to get viruses removed, get hardware added to computers, as well as get them connected to the school's WiFi. We would also go around campus and set up classrooms, upgrade classrooms, and maintain the technology inside all the buildings.

Help Desk Technician

AT&T

May 2014 to August 2015

I troubleshooted device issues. People would contact me with issues with their devices and I would assist in fixing those issues for them.

Retail Banker

Woodforest National Bank

November 2012 to February 2014

I set customers up with accounts, maintained those accounts, and closed some accounts while also performing teller transactions like withdrawals, deposits, and Western Union transfers.

Education

Bachelor's in I.T. Management

Florida State College at Jacksonville - Jacksonville, FL

August 2016 to August 2018

Associates in Arts

Florida State College at Jacksonville - Jacksonville, FL

2011 to 2013

Skills

Microsoft Office, HTML, CSS, JavaScript, PHP, Photoshop, Dreamweaver, Illustrator, Wordpress, Web Design, Web Development, Word Processing, Excel, Website Administration, Customer Service, Retail Sales, SEO, Graphic Design, Time Management, Creative Suite, Customer Relationship Management, Social Networking, Customer Support, Call Center, Customer Care, CSR, Technical Support, Teaching