Erica Mitchell

4435 John Wesley Drive

Decatur, GA 30035

***Objective***

To apply for an entry level position in Information Technology.

***Education***

**Kennesaw State University, Kennesaw, GA (January 2017- Present)**

MS Degree, Information Technology

GPA: 3.3

* Graduate Certificate in IT Foundations (January 2017- Present)

**Alabama State University, Montgomery, AL (August 2007- December 2012)**

BS Degree, Business Marketing Secondary Education (6-12)

GPA: 2.9

* Scholarships- Education Scholarship For Future Educators (August 2008- December 2012)
* Honors- Dean’s List (Fall 2011)

***Academic Experience***

**G.W. Carver High School, Montgomery, AL (August 14, 2012- December 5, 2012)**

Student Intern, 9th-12th grade Interactive Multimedia Design

* Constructed lessons pertaining to project based learning
* Observed and assisted with basic and advanced word processing lessons
* Planned and implemented classroom lessons and lectures
* Maintained folders for all career tech students

**ASU Business Administration, Montgomery, AL (August 2011- December 2011)**

Undergraduate Studies, Internet Programming Course

* How a web server works and the facilities it utilizes to service
* The anatomy and use of web requests and responses, including the types and formats of data that comprises them

***Employment***

**Citizen Trust Bank, Atlanta, GA (September 2015- Present)**

Client Care Representative I

* Process incoming and outbound calls, answers multi-line phones
* Delivers excellent quality customer service consistently and adheres to department response turn around standards
* Maintains confidential matters and information, prepares correspondence, documents, and reports, resolves customer problems, complaints, and concerns with diplomacy
* Adheres to all policies, procedures, expectations, laws, and regulations and processes
* Initiate process and provide confirmations on stop payment requests; processes verifications of deposits, etc.
* Log error resolution for dispute processing and send notices of bank decision
* Perform duties within EFT and Fiserv Navigator
* Troubleshoot and resolve customer online banking, mobile banking, and telephone banking issues
* Remove incomplete online application through Account Create
* Remove fee cycle and enter date of enrollment for E-Statements
* Download commercial applications and distribute to local branches base on customer convenience
* Enable Overdraft Protection
* Send secure messages via email through Mailsafe
* Utilize Efax for proper delivery of important documents
* Update account information such as change of address
* Upload important documents to customer account utilizing Business Process Manager
* Access to Connect3 for removal services

***Extra‐Curricular Involvement***

**Pi Omega Pi, National Honor Society for Business Education**

Alabama State University, Montgomery, AL

Secretary/ January 2011- December 2012

* Recorded appendix at organization meetings
* Attended both SBEA and NBEA conferences
* Organized and hosted a SBEA conference at Alabama State University

**Alabama Education Association**

Alabama State University, Montgomery, AL

November 2010- May 2013

* To maintain a strong united education profession
* Communicate a positive image of public education and the association

***Certifications***

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| **Fundamentals of Technology Certificate** |
| IT 5413 Software Design & Development Spring 2017 IT 5423 Computer Architecture, Operate System, & Networks Summer 2017 IT 5433 Databases: Design & Applications Spring 2017 IT 5443 Web Development Spring 2018 |
|  |
| ***Additional Skills***   * Adobe Reader * Microsoft Office * HTML-5 * Windows Movie Maker * Dreamweaver * SQL Developer * Visio * VmWare * Notepad++ * Filezilla |