EXAMPLE OF A SCIENCE, TECHNOLOGY, ENGINEERING, AND MATH RESUME

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EDUCATION

Associate in Science, **Help Desk/Technical Support**   Summer 2023
Tallahassee Community College   Tallahassee, FL
GPA: 3.5

SKILLS

- Troubleshooting
- Salesforce
- Windows 10
- Customer Service

- Office 365
- Phone, Desktop and Laptop Support
- Cisco Switches and Routers
- Interpersonal Skills

INTERNSHIP EXPERIENCE

ABC Company   Tallahassee, FL
IT/Help Desk Intern   02/2022 to 01/2023
- Diagnosed and resolved over 50+ computer, printing, and phone problems per week in busy corporate office
- Installed new network security systems using VPNs, Cisco PIX firewall, and assisted in person and remote workers with security adjustments
- Assisted company with installing updates, monitoring programs, and provided technical support to all staff utilizing a ticket system
- Provided quick and long-lasting technical solutions, educated staff on technical issues, and backed all company information to cloud storage

WORK EXPERIENCE

ABC Company   Tallahassee, FL
Office Assistant   02/2022 to Present
- Attend weekly department meetings, record minutes of each meeting, and email directors meeting summaries with accurate record keeping
- Greet and assist clients, and manage appointments for company directors
- Organize files, maintain documentation, and trouble shoot client concerns within a timely manner

ABC Golf Store   Tallahassee, FL
Shift Lead   09/2021 to 02/2022
- Managed a small team of retail associates, coordinated scheduling, and assisted with training new team members
- Completed inventory orders, stocked merchandise, prepared specialty orders, and organized company documentation and shipping information
- Reconciled daily earnings for the store and provided supervisor with weekly reports of sales