**Felicity Smoak**

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**Seeking Summer 2021 Information Systems internship position with Fiserv**

**EDUCATION**

**Bachelor of Business Administration, Computer Information Systems major** Expected May 20XX

University of North Georgia, Dahlonega, GA GPA: 3.6/4.0

*Honors:* Phi Eta Sigma- Academic Honor Society, President’s List-2 semesters, Dean’s List-3 semesters

**EXPERIENCE**

**Network Administrator Intern,** *Zepher Manufacturing,* Atlanta, GA May 20XX – Present

* Installed, configured, and maintained computer hardware, including PCs, laptops, laserjet and inkjet printers, handheld PDAs and smart phones, wired and wireless network interfaces and access points for over 50 staff members
* 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 configuration such as folder permissions, file system security, and operating system updates and upgrades for workstations, laptops, and server for management team

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

* Received merchandise shipments and logged $5,000 of inventory into computer-based tracking system
* Coordinated staff schedules during peak sales hours resulting in a 10% reduction in customer check out time

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

* Designed, programmed, and integrated new client information database of 100+ clients
* Completed troubleshooting and routine repair of 10 company computers resulting in a 20% increase in operating efficiency
* Led a series of 4 training sessions to instruct staff members on technical education and computer applications

**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 **S**pring 2020

* Demonstrated infrastructure best practices including ITIL and COBIT

**2019 National Security Agency (NSA) Codebreaker Challenge** Fall 2019

* Participated on the University of North Georgia’s winning Codebreaker Challenge Team completing 7 task levels
* Served as Captain of the Task 2 Challenge Squad responsible for planning and work assignments
* Worked 96 hours over 15 weeks to successfully complete assigned tasks

**COMMUNITY INVOLVEMENT**

Boys and Girls Club, STEM Camp Volunteer

Community Helping Place, Food Bank Volunteer

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