

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

Spring 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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