

# 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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