

# Alexander John Powell

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## PROFILE

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Undergraduate Computers and Information Systems major with strong work goals; honest and hard-working; commitment to help others; ability to communicate and collaborate with a team; attention to detail; ability to manage multiple tasks; positive attitude; willingness to learn new concepts; and capable of working independently.

## EDUCATION

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King's College Wilkes-Barre, PA 18711 Anticipated Graduation: May 2024  
Bachelor of Science – Computers and Information Systems (CIS)

## SKILLS

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Microsoft Office	Windows 10/11 Operating Systems
MacOS operating systems	HTML
Analytical and Problem-Solving Skills	Active Directory
Customer Service	Communication

## WORK EXPERIENCE

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**Topp IT Services** September 2023 – December 2023

### *IT Intern*

- Used the IT Help Desk Ticket System to document, prioritize, and track ticket requests.
- Answered customer's phone calls that needed help with IT related issues.
- Repaired laptops and replaced any parts that needed to be fixed.
- Installed & configured new computers for customers' needs.
- Installed software on desktops, laptops, & iPads.
- Went on-site to help customers with any IT related issues and to setup computers.
- Troubleshooting.
- Replaced old computers with new computers for clients and backed-up old files and transferred them to the new computers.

**KFF Little League, Kingston, PA**

April 2019 – August 2022

### *Front Window and Cook*

- Communicated with customers regarding orders, comments, and complaints.
- Prepared food in a quick and timely manner.
- Stocked refrigerators, freezers, soda, slushy machines, candy rack, and other snacks as necessary to maintain inventory.

**Chacko's Family Bowling Center, Wilkes-Barre, PA**

August 2019 – February 2020

### *Front Desk*

- Provided information about the facilities, entertainment options, and rules and regulations.
- Rented and issued supplies, such as bowling shoes, to customers.
- Monitored activities to ensure adherence to rules and safety procedures and arranged for the removal of unruly patrons.