



# Danielle Smith

 [dtksmith@gmail.com](mailto:dtksmith@gmail.com)

 876-806-2115

 11 St. James Rd, Kgn 2, Jam.

## CAREER

### OBJECTIVES

- To use my knowledge and skills to the best of my ability, with the aim of aiding in the development and growth of my organisation.
- To demonstrate an impressive standard of performance, professionalism, integrity and transparency in carrying out my duties.

## CORE

### COMPETENCIES

- Customer Service
- Time Management
- Team Leadership and Management
- Computer Maintenance and Operations
- Software Installation and Manipulation
- Team Building
- Graphic Design

## COMMUNITY

### INVOLVEMENT

- Peer Tutor and Peer Tutor Trainer
- Teaching Assistant
- Community Volunteer

## CHARACTER REFERENCES

Available upon request.



## EDUCATION

### *The University of the West Indies*

- B.Ed. Mathematics

Sep 2017 - Present

### *The Mico University College*

Career Advancement Program

Oct 2016 - Jun 2017

- NCTVET Lvl 1 Digital Animation & Data Operations

### *St. Hugh's High School*

- General High School Diploma

Sep 2010 - Sep 2015

- Passes in nine [9] CSEC courses



## CORPORATE EXPERIENCE

### *The University School of Nursing*

IT SUPPORT ANALYST

May 2019 - Present

### *Mona Information Technology Services [UWI Mona]*

IT SUPPORT ANALYST &

RECEPTIONIST

Oct 2017 - May 2019

#### Description of Duties

- Domain Access Management for UWI systems
- Software installations
- Access control Management for The UWI
- Orientation and Research Days Facilitator (MITS)
- MITS Front Desk Operation Duties
- Call management
- Live online chats management
- Helpdesk request and ticket management
- Product Marketing, including Open Source Software
- Hardware & Software troubleshooting

#### TRAINER

##### Description of Duties

- Training of new recruits for the post of IT Support Analyst and Customer Service Agent

May 2018 - May 2019

### *Dept. of Pathology [UWI Mona]*

INTERN - RECORDS MGMT

Jul - Oct 2017

### *The Palace Amusement Company*

CINEMA CLERICAL ASSISTANT

Feb 2016 - Aug 2016

### *One-On-One Educational Services*

QUEST. & SOLN. AUTHOR

Nov 2015 - Feb 2016

Explore.

Create.

Inspire.