MACKENZIE **CARTER**

Wise, Virginia · (276) 870-5797

mcc2429@email.vccs.edu

TO THE INTERESTED PARTY,

Throughout my entire life I have been absolutely enthralled with all aspects of computer technology. Hardware specifications, software navigation, and coding have all been keen interests of mine since I first opened the case of my first hand-me-down desktop. Now, with years of knowledge under my belt, I am prepared to turn that knowledge into field experience.

- I have two degrees, one in Police Science and the other in Corrections.

- I am actively working on a third degree to become a Computer Software Specialist.

- I have maintained an above average GPA at 3.5+.

- I have written scripts and codes to perform various activities such as basic computing, simple text-based games using random variables and seeds, and more.

- I host multiple servers from home and have hands-on practice in troubleshooting errors that have arisen and implementing security measures.

The above information is hoped to elicit the understanding that I am a capable of learning and continuing my experience while maintaining the integrity that it takes to securely handle sensitive data. I take pride in my abilities and trustworthiness and intend to offer those traits to your company and will do what is in my power to excel.

Mackenzie Carter

Enclosure – Resumé

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The following lists my experience in more detail

EXPERIENCE

JAN 2016 – JAN 2018
CUSTOMER CARE/TEAM LEADER/TRAINER, SYKES

As a Customer Care agent I was expected to take incoming calls and assist AT&T business customers, handle accounts that varied in size from small business to corporate accounts with 1,000's of lines and users, keep sensitive information secure, communicate information confidently and effectively to ensure proper understanding. As a Team Leader, I was responsible for ~10 Customer Care agents performing their proper duties, coaching and understanding the psychology of adult education, meeting metrics as a group, and performing disciplinary actions when necessary. As a Trainer, I was responsible for classes of ~20 people learning the basics and advanced knowledge of company tools, programs, and policies, as well as preparing them for the responsibilities of their role as a Customer Care Agent.

JAN 2018 – JAN 2020
SALES ADVISOR, CRUTCHFIELD

As a sales advisor I was responsible for the exact knowledge of multiple electronics, handling customer information such as addresses and credit card information in a trustworthy manner, and ensuring the customer was always getting what they needed. I took on multiple specialty roles within the company to take calls on specific items such as headphones, pro audio gear, and televisions and was trusted with high priority customers and calls. This was one of the more challenging careers that I have had as it involved communicating complex information to many that know very little about what they were purchasing other than the outcome.

EDUCATION

MAY 2023?
COMPUTER SOFTWARE SPECIALIST, MECC
AT THE BITTER END OF THESE COURSES I INTEND TO UNDERSTAND AND KNOW HOW TO APPLY BASIC TO ADVANCED KNOWLEDGE OF NETWORK INFRASTRUCTURES, SECURITY, AND IMPLEMENTATIONS AS WELL AS ADVANCED CODING AND SCRIPTING IN MULTIPLE LANGUAGES TO BE SUITED FOR ANY CHALLENGE.

MAY 2014

POLICE SCIENCE/CORRECTIONS, MECC

Graduated with honors after studying the ideals and laws regarding police and corrections work, procedures, safety, and physical training. The corrections degree was finalized in May of 2021 due to unknowingly missing a class credit.

SKILLS

- I can communicate complex ideas
- I am extremely trustworthy with sensitive information and data

- I am extremely passionate and loyal
- I am not content with mediocrity and will strive for the best in all that I do.
- I enjoy researching what I do not understand to improve my abilities.

ACTIVITIES

I am extremely passionate about helping others achieve their tasks and goals while maintaining my own as well. As a hobby, I enjoy gaming which led me to the enjoyment of coding and troubleshooting and learning about physical servers to host game servers remotely and from home. This has let to the practical implementations of many basic server security measures such as firewalls, containerizing applications, and frequent reviews and backups to ensure the integrity of files.