

Cynthia Adkins

7012 Lynnetree Way, Citrus Heights, CA 95610 (916) 607-9662 cynthiaadkins49@yahoo.com

Professional Summary

Experienced IT Associate with over 33 years of experience in technology. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Skilled IT Associate with broad base of experience in technical support and operations. Fast worker able to resolve problems quickly. Excellent customer service.

Skills

- Data entry
- Technical issues analysis
- Customer service expert
- Testing and troubleshooting
- Statistical and operational analysis
- Programming
- Microsoft Office
- Friendly demeanor
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Work History

Information Technology Associate, 11/20/1986 to 07/31/2019

Information Department of Tax and Fee Administration - Sacramento

- Created support documentation that empowered and enabled user community to extend skills
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.
- Helped streamline repair processes and update procedures for support action consistency.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.

Education

High School Diploma: 1980 – San Juan High School – Citrus Heights, CA