

CAMRIN JOYNER

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HELPDESK TIER I/II SUPPORT | INFORMATION TECHNOLOGY

Dedicated and customer-focused Help Desk professional with an Active Secret Security Clearance and comprehensive knowledge of providing Tier I/II technical support in fast-paced environments. Proven ability to troubleshoot and resolve a wide range of IT issues, including hardware and software problems, network connectivity issues, and system configurations. Skilled in delivering exceptional customer service through effective communication, problem-solving, and prioritization of tasks. Proficient in utilizing help desk ticketing systems to accurately document issues and track resolutions. Adept at working collaboratively with cross-functional teams to ensure timely resolution of technical issues and optimal user satisfaction. Seeking to leverage strong technical skills and customer service expertise to contribute to a dynamic IT support team.

- A+
- Information Assurance
- Desktop Support
- Customer Training
- Server Administration
- Customer Service
- TCP / IP Configuration
- Preventative Maintenance
- Remote Support

EDUCATION | CERTIFICATIONS

Associate of Science (A.S.) | Information Technology | Tidewater Community College | *(57hrs compl.)* | *(In Pursuit)*
CompTIA A+ | Certification | *(In Pursuit)*

TECHNICAL COMPETENCIES

Software:

Microsoft Office 365,
SharePoint, Google Docs

Operating Systems:

Linux, Mac, Windows Server
2008 Windows XP, 7 & 8

Networking:

LAN, WAN, VPN, Wireless,
Switches, Routers, Wi-Fi

Enterprise Applications:

PeopleSoft, CRM

Programming:

Java; HTML; CSS; C++; Visual
Basic

Processes:

Change Management, Imaging,
OSI Model, Active Directory

OVERVIEW OF KEY ATTRIBUTIONS

- **Independent and Team Player:** Enjoy collaborating with colleagues, clients, and customers, as well as completing tasks independently. Eager to motivate and inspire others to deliver their best.
- **Organized and Motivated:** Skilled in maintaining order. Able to seamlessly multi-task long and short-term priorities to generate desired results.

PROFESSIONAL EXPERIENCE

United States Army Reserves | Newport News, VA

Jan. 2020 – Present

Military Police

Utilized specialized training in crowd control techniques, riot response, and civil disturbance management to effectively manage volatile situations and maintain public order.

- Applied knowledge of military and civilian laws, regulations, and procedures to enforce discipline, resolve conflicts, and uphold the integrity of the military justice system.
- Collaborated with military units and civilian authorities to coordinate security measures, develop contingency plans, and respond effectively to emergencies and natural disasters.

Military Police (Conti.)

- Provided support during military deployments and humanitarian missions, including convoy security, base defense, and humanitarian assistance operations.
- Received commendations for exceptional performance, leadership, and professionalism in challenging and high-pressure situations.
- Actively engaged in ongoing professional development and training to enhance skills, maintain readiness, and adapt to evolving threats and mission requirements.

Rudde's Yacht Deck | Virginia Beach, VA**Dec. 2020 – Dec. 2022****Expeditor/Expo**

Orchestrated seamless dining experiences by meticulously coordinating with kitchen personnel to synchronize the preparation and delivery of each dish, ensuring prompt and efficient service.

- Implemented strategic timing strategies to optimize workflow and minimize wait times, contributing to enhanced customer satisfaction and repeat business.
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Walmart | Virginia Beach, VA**Feb. 2019 – Dec. 2020****Customer Service Representative**

Provided comprehensive support in navigating various aspects of the customer experience, including order processing, billing inquiries, return authorizations, exchange requests, and technical troubleshooting, ensuring a seamless and positive interaction at every touchpoint.

- Demonstrated a commitment to customer satisfaction by promptly addressing and resolving a wide range of inquiries and concerns, ensuring a positive experience and fostering long-term loyalty.
- Leveraged strong communication and problem-solving skills to effectively empathize with customers, investigate issues, and implement solutions in a timely and efficient manner, resulting in high levels of customer satisfaction.
- Acted as a knowledgeable resource and trusted advisor to customers, offering personalized assistance and guidance throughout the entire purchase journey, from product selection to post-sale support.