

CHRONOLOGICAL RESUME

Angela Lee
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Education:

LaGuardia Community College/CUNY – Long Island City, New York January 2002 – Present
Completed 41 credits toward an Associate in Science degree in **Business Administration**

Relevant Courses:

Principles of Marketing	Introduction to Computers
Introduction to Business	Business Law
Principals of Management	Principles of Accounting I, II

Certifications:

Microsoft Certified System Engineer; A+ Certification; Lucent Technologies Network Cabling Specialist High School Program Office Technology

Experience:

Mulligan Security Services, New York, New York January 2002 – Present

Security Officer

- Check employee identification badges at entrances and at other security points at The World Financial Center
- Remind and reinforce personnel about security policies and procedures
- Assist in entering new employee data into computer database

South Bronx Job Corps Center, Bronx, New York March 2001 – June 2001

MIS Assistant Administrator

- Instructed personnel in new software and assisted them with any problems, questions or concerns
- Repaired network printers and Internet connection in the classroom
- Maintained a complete record of all work done and all work orders received

AT&T, Piscataway, New Jersey October 2000 – February 2001

Tier II Help Desk Specialist

- Provided in-depth PC and network support for in-office and remote PC users across all of AT&T
- Performed troubleshooting and problem resolution of desktop, laptop, operating systems, and network connectivity problems

Edison Job Corps Center, Edison, New Jersey September 1998 – October 2000

PC Technician/ Network Cable Installer

- Conducted diagnostic test and replaced hardware devices
- Installed software applications for Windows XP/2000 and performed general maintenance and repair

Skills:

- Windows2000,XP; MS Word, Excel, PowerPoint, FrontPage; Familiar with Visual Basic 6.0
- Experienced with network setup and operation, device sharing, file and print sharing

Interests:

Web Design, Computer Graphics, Basketball, Swimming, Biking, and Classic Films