**[Data Operations Customer Service](https://www.postjobfree.com/resume/ad0dgl/data-operations-customer-worcester-ma)**

**Location:**Worcester, MA

**Posted:**October 14, 2023

**Contact Info:**

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**Resume:**

Zeta-Joe Ayensu

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Worcester, MA 01602

Zlokko99@gmail.com

SKILLS

Customer Service Python

Multitasking Excel

HTML C++

CAD

EXPERIENCE

P&N Home Healthcare, Worcester,MA - Office Manager

January 2022- Present

●Processing Payroll

●Scheduling

●Organizing meetings and arranging appointments.

●Typing, and dealing with correspondence, complaints and queries.

●Booking transport and accommodation.

●Ordering stationery and furniture.

●Preparing letters, presentations and reports.

Advocates Inc, Framingham,MA - IT Manager

May 2020 - January 2022

●Delegate assignments to staff

●Updating and keeping track of inventory

●Constructing and implementing plans to ensure the company’s network continues to operate smoothly in the event of a problem

●Controlling and evaluating IT and electronic data operations

Advocates Inc, Framingham,MA - Counselor

May 2020 - June 2021

●Provide assistance and support to patients who are not able to look after themselves

●Planned, organized, and led group activities.

●Assisted the patients in outside traveling such as medical appointments.

You Inc, Worcester,MA - Counselor

May 2020 - Present

●Assisted children in the foster care system.

●Communicated children's needs to parents, lawyers, and case workers.

●Frequently sat down with children to discuss their feelings, thoughts, and overall well being.

New Life Church, Worcester,MA - Youth Manager

July 2014 - Present

●Work closely with church supervisors to create announcements such as posters, and letters for church newspapers.

●Created powerpoints and slideshows for church events.

●Responsible for the care of the younger church members during field trips and choir practice.

University Of Massachusetts Dartmouth Library, North Dartmouth,MA - IT Help Desk

October 2019 - May 2020

●Troubleshoot for students and staff

●Managed computer updates

●Record events and problems and their resolution in logs

America Reads, North Dartmouth,MA - Teacher’s Assistant

October 2018 - October 2019

●Assisted teachers with creating lesson plans.

●Helped students by tutoring in subjects such as math and writing.

Panera Bread, Worcester,MA - Team Member

September 2016 - July 2019

●Worked as a customer service representative by taking calls and complaints

●Filed Complaints with headquarters

●Helped coworkers in cooking customer orders.

●Assisted supervisors with the opening and closing of the store

EDUCATION

University of Massachusetts Dartmouth, North Dartmouth,MA - Computer Science Major, Business Minor

September 2017 - 2021

GPA 3.0

Abby Kelley Foster, Worcester,MA

High School

August 2013 - May 2017

Individual Projects

Lokko LED App

Multiple Websites