**[It Support Technical](https://www.postjobfree.com/resume/ad29dc/it-support-technical-camp-springs-md)**

**Location:**Camp Springs, MD, 20748

**Posted:**January 31, 2024

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**Resume:**

Justin Ben

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Recently completed an intensive IT program focused on developing skills in technical support to obtain the Google IT Support Professional certificate. 7+ years in sales and customer service have led to developed skills in data driven decision-making, client relationship management, and problem solving.

RELEVANT SKILLS

Technical Support & Troubleshooting • Ticketing System • User Training & Support • Operating Systems Installation • Software Installation & Configuration • Customer Service • Windows • Linux • Domain Name System (DNS) • Networking • System Administration • Data Analysis • Communication Skills • Compliance Management • Risk Management • Hashing • Wireless Security • System Hardening • Application Hardening CERTIFICATIONS

Merit America • Virtual

Google IT Support Professional Certificate 12/2023 (No expiration)

• Skill development includes troubleshooting, customer support, networking, operating systems, systems administration, and security — all the fundamentals of IT support that are critical for success in the workplace; comparable to the latest CompTIA A+ and CompTIA ITF certification.

Additional Skill Development

• Completed hands-on coursework covering Microsoft 365, Windows 10, Spiceworks ticketing system, and fundamental cloud concepts.

Technical Support Fundamentals Certificate 10/23 (No expiration)

• Achieved by completing the introduction to IT support, the history of computing, digital logic, and computer architecture layer.

IBM Cyber Security Introduction Certificate 09/23 (No expiration) Completed coursework introducing information security, Malware, cyber attacks, security mechanisms, social engineering, hacking, and additional security concepts. Credit Life Insurance Certification (08/2021- 08/24)

• Ability to sell, process, and execute insurance purchases. RELEVANT EXPERIENCE

Senior Account Manager • Mariner Finance, District Heights, Maryland 07/2023 - Present

• Employ proactive problem-solving skills to resolve customer issues, ensuring heightened client satisfaction and retention, contributing to the support of over 1,000 accounts.

• Provided technical support for clients in setting up online customer accounts/profiles, managed customer access to accounts via the company's online portal.

• Leverage analytical insights to meticulously assess credit reports and complex financial data, facilitating accurate risk evaluation and optimal lending recommendations to ensure clients are being offered all 6 insurance products.

• Demonstrate unwavering commitment to compliance by staying current with Federal State, and Loan Application Consumer laws, ensuring adherence and reducing complaint risk contributing to 80% accuracy through audit rates.

• Surpassed individual and branch sales targets through data optimized strategies, showcasing a commitment to results-driven performance. Consumer Loan Advisor • OneMain Financial, Clinton, Maryland 07/2021 - 07/2023

• Utilized multiple software platforms to manage data, execute, close and secure sales, including but not limited to Class, Glia, and Dealertrack

• Skillfully guided clients towards tailored financial solutions by meticulously analyzing their individual needs and presenting comprehensive lending options contributing to earning the status of “Top 15 Regional Loan Advisors” within the company.

• Demonstrated a keen eye for detail in the filing of paperwork, ensuring the utmost security of clients’ sensitive personal information ensuring 100% confidentiality.

• Executed complex title work processes in collaboration with the Motor Vehicle Administration (MVA), ensuring seamless transfer of ownership and compliance with regulations.

• Utilized an informed approach to promote and sell credit insurance protections, highlighting the benefits and value they offer to customers during a time of need. Client Relations Specialist • Regency Furniture, Brandywine, MD 01/2020 – 07/2021

• Delivered exceptional customer service with a sharp focus on meeting and exceeding sales goals and quotas, consistently driving revenue growth and ensuring client satisfaction.

• Employed analytical insights to strategically communicate the value of warranty and finance options, effectively guiding customers towards choices that align with their needs and enhance their purchase experience.

• Proactively built robust and lasting relationships with both customers and colleagues, leveraging interpersonal skills and data-driven understanding of client preferences to foster loyalty and teamwork.

• Demonstrated an analytical understanding of the merchandise portfolio, combining product expertise with customer insights to offer tailored recommendations and elevate customer interactions.

Customer Service Representative • Safeway, Brandywine, MD 03/2016 - Present

• Ensure a positive shopping experience for clients by keeping the merchandise organized and being educated about products and pricing.

• Check shipments going in and out of the building and ensuring that orders are delivered correctly.

• Display excellent customer service to hundreds of customers daily.

• Taking initiative to assist other departments and co workers with their daily task.