

Rashad Spence-Shipley

Towson, MD 21286

rashadspence974@gmail.com

+1 443 991 2735

Willing to relocate: Anywhere

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Tier 1 Technical Support

Teksystem - CareFirst BlueCross BlueShield - Remote

May 2022 to Present

- started care first as (csr i.t-ops) then promoted to tier 1
- responding to customer inquiries
- troubleshooting tech problems using different apps like luminx, facets, active directory, nasco,sir, jump, metavance, fep direct, cfvdi pods
- handling complaints to building strategies for improving the overall customer experience
- research questions using available information resources
- log all help desk interactions
- follow up with customers and users to ensure complete resolution of issues

Help Desk Technician

Robert Half (Morgan State University) - Baltimore, MD

March 2022 to March 2022

1. Helping customers with technical issues on the phone (job was contracted)
2. remote troubleshooting
3. direct unresolved next level issues to higher leveled i.t
4. walk the customer through the process to solve the computer problems
5. record and resolve issue in log
6. wire management

Solar Panel Installer Training

Civic Works center for Sustainable Careers - Baltimore, MD

October 2020 to December 2020

Solar Install Intern

Energy Ready

July 2020 to December 2020

- Install conduit electrical wiring
- Install and weatherproof roof penetrations
- Constructing facing equipment
- Secure P V module

Crew Member

Royal Farms - Towson, MD

January 2020 to September 2020

1. prep an cook food
2. clean an stock deli
3. cashier
4. count cash register end of shift and beginning of shift

Laborer

Nations Photo Lab - Hunt Valley, MD

April 2019 to October 2019

1. Wrap an print pictures
2. Secure pictures in shipping packages
3. Scan, label and sort all packaging

Laborer

Alis construction - Baltimore, MD

June 2017 to October 2017

- Dig pot holes, specializing concrete
- home improvements
- clean - sweep up dirt /pick up rocks

Warehouse Worker

Case Mason - Rosedale, MD

February 2017 to April 2017

- Fixed shelves for food seasoning
- disposal of hazardous materials and debris
- unpacked seasonings and boxed the seasons

Crab Steamer

Maryland Blue Crabs - Baltimore, MD

October 2016 to December 2016

1. Pick crabs
2. Stem crabs
3. Package grabs
4. Clean kitchen
5. Take orders

Cook

Hookah Lounge - Baltimore, MD

June 2016 to September 2016

1. Cook food
2. Prep food before opening
3. Deliver hookahs to guest
4. Clean after close
5. Wipe down tables
6. Sweep an mop kitchen an dinner

Crew Member

Little Caesars - Baltimore, MD
October 2014 to February 2015

1. Clean kitchen
2. Cook an Foods
3. Make dough
4. Close store

Education

Chesapeake High School
September 2011 to January 2014

Skills

- Picker Packer (2 years)
- Loading (3 years)
- Unloading (3 years)
- Warehousing (3 years)
- Food Prep (3 years)
- Restaurant Experience (2 years)
- Cooking (10+ years)
- Roofing (3 years)
- Construction labor (4 years)
- Drywall (3 years)
- Electrical Experience (2 years)
- Landscape Maintenance (9 years)
- Sales
- Customer service
- Construction
- Blueprint Reading
- Mechanical Knowledge
- Forklift
- Google Suite
- Typing
- HTML5 (1 year)
- JavaScript (1 year)
- Front-end development (Less than 1 year)
- CSS
- Node.js
- Customer service (2 years)

- Customer support (2 years)
- Technical support
- iOS
- Windows
- Operating systems
- Help desk
- Software troubleshooting
- WordPress
- MySQL
- Microsoft Access
- Java
- Git
- Computer networking
- Warehouse experience
- Materials handling
- Clamp truck
- ServiceNow
- IT support

Certifications and Licenses

OSHA 10

OSHA 30

Infant & Toddler Certification

Forklift Certification