

YVONNE M. KING

Murray, UT 84123 770-309-9576 von_amari@hotmail.com

SUMMARY OF SKILLS

CompTIA A+ Certified
Account Management, Client Retention
Familiar with Windows 7, 10, iOS, Android Operating Systems
MS Office Applications, Virtualization Software

PROFESSIONAL EXPERIENCE

SAi, Software Technical Support (Sept 2019-Present)

Salt Lake City, UT

- Answer technical application questions for the Flexi software, such as color management, licensing, tool usage, and printer/cutter connection set up; maintain a professional and courteous attitude while assisting clients
- Assist with software development through software testing, trouble shooting and bug reporting
- Provide some graphic design help to new customers as needed, such as showing how to rasterize and/or vectorize images, correcting design elements in order to print correctly, and adding cut contour lines for print and cut jobs

TEKSYSTEMS, Security Analyst (Jun 2019-Sept 2019)

Salt Lake City, UT

- Provide threat and vulnerability analysis in a 24 X 7 Security Operations Center (SOC)
- Analyze security log data from multiple sources, such as Windows event, firewall, and proxy logs; investigate to determine validity of threats and escalate abnormal activity to Tier II analyst team
- Maintain detailed and accurate record of daily activities and incidents
- Monitor and operate multiple CCTV cameras and related security equipment on a continuous basis; respond to alarms to ensure adequate protection of facilities

PIANOWORKS, Minor Repair and Refinishing (Jul 2015-May 2019)

Atlanta, GA

- Maintained high quality standards when completing minor repairs on piano casing in preparation of sale or during in-home service calls

ALLSTATE INSURANCE, Licensed Account Manager and "In-Office Technical Support" (Mar 2018-Nov 2018)

Conyers, GA

- Delivered exceptional and courteous customer service by actively listening to understand client issues and addressing concerns with accurate information
- Provided technical support to agency staff as needed; troubleshoot basic office equipment issues such as network printing, VoIP, new Windows PC set up, and assisted staff with Word/Excel functionality
- Maintained status of time-sensitive underwriting requests while working collaboratively with the Risk Management Business Center, agency staff, and policyholders to ensure compliance of underwriting standards
- Conducted insurance reviews for over 300 assigned accounts; processed endorsements, payments and other policy changes; accurately documented transactions in company's customer management system
- Helped initiate a smooth claims experience by ensuring customer safety and directing individuals to a claim representative; answered basic claims questions, and informed customers of requested documentation

LEAPFORCE/LIONBRIDGE, Remote Search Engine Evaluator (Oct 2013- Apr 2015)

Conyers, GA

- Analyzed and rated webpages based on company-specific guidelines to help ensure web users were receiving the most up to date, relevant data in their search results
- Set up personal PC and internet browser to meet company requirements; troubleshoot internet connection and browser extension issues using online and company resources

FARMERS INSURANCE, Recruiting Manager and Training Assistant (Apr 2008-Oct 2011)

Murray, UT & Tucson, AZ

- Assisted with the recruiting and hiring process by pre-screening potential agent candidates from online databases; demonstrated strong decision-making capability when conducting in-office interviews to determine eligibility and scheduling qualified applicants to meet with the District Manager
- Supported district office and new agents in minor technical problems with basic office equipment
- Trained new agents on personal lines product knowledge and Farmers quoting software; demonstrated how to collect client information for quotes, effectively risk assess potential leads, bind and process applications
- Provided marketing and accounting support to district agents; established and maintained effective working relations by courteously and professionally managing agent and external client queries
- Tracked agent leads and written new business weekly to ensure each agent's sales goals were being met; worked collaboratively with the District Manager to manage day-to-day operations

PORTFOLIO OF PROJECTS

LIFE SOLUTIONS, Complete redesign of website and logo

Github Page: <https://von-amari.github.io/lifesolutions/>

Website: <https://hopehealinghappiness.org/>

LEGACY WELLNESS GROUP, *Simple one-page design for a new therapy practice*

Github Page: <https://von-amari.github.io/taj/>

Website: *In progress*

KCC, *Wordpress site created for a classifieds page using a premium theme*

Website: <https://classifieds.antiquegardentractors.com/>

EDUCATION AND RELEVANT COURSEWORK

THOMAS EDISON STATE UNIVERSITY, *Associates in Business Administration Degree*, Dec 2018-Present
Trenton, NJ (Online)

CompTIA, *CompTIA A+ Certification*, May 2019