

VRUTI MODI

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SUMMARY

As an upcoming graduate from the University of Arkansas at Little Rock, I am looking for an opportunity to use my degree in Web Design and Development. I am a highly motivated self-starter that enjoys the challenges of new technology and learning from others. I will strive to put my best foot forward and grow as an individual and a professional if given the opportunity. My experience thus far is inclusive of various customer service focused positions based on technology services. Through my studies I have hands-on experience with database concepts, data analytics, and web development. I have working knowledge of various web client applications such as Javascript, CSS, Html, Wireframes.

EDUCATION

UNIVERSITY OF ARKANSAS AT LITTLE ROCK, 2020

Bachelor of Arts in Web Design and Development (Major) and Information Technology and Digital Graphic Design (Minor)

Awards & Honors: Dean's List 2018-2020, Bailey Scholarship Recipient, EIT Private Scholarship

UNIVERSITY OF ARKANSAS PULASKI TECHNICAL COLLEGE, 2018

Associate of Science and Arts Information Technology

TECHNICAL SKILLS: HTML, CSS, JavaScript, Wireframes, Figma, Adobe Photoshop, Premiere Pro, Illustration, and After effects, Microsoft Office, Google's G Suite, Customer Service

EXPERIENCE

UA LITTLE ROCK. IT SERVICES ASSISTANCE CENTER, Little Rock, Arkansas

Computer Support Specialist

May 2020 – Present

- Manage triaging of over 35 tickets per day related to troubleshooting internet issues, blackboard updates, and login information
- Maintain record of tickets completed, tickets pending, and tickets not assigned to perform daily, weekly, and monthly reporting activities
- Assist with setting up instructors' telephone, computer updates, and onboarding new hires with electronic devices
- Train users in the proper use of hardware and software, inclusive of operating systems such as Windows and Mac iOS and remote connectivity such as VPN
- Responsible for configuring instructors telephone and communications to streamline telecommunications and processes to improve productivity
- Assist callers with requests for information technology services, repair or support requests, complaints, and inquiries and direct to appropriate IT personnel via computer tracking system
- Answer questions or resolve computer problems for clients in person, via telephone, or from a remote location

WALMART, Little Rock, Arkansas

Certified Pharmacy Technician

January 2017 – Present

- Worked with over 15 insurance companies and used coupons to obtain payments to resolve rejection process claims
- Consulted and assisted with customers via telephone and in-person on navigating pharmacy request forms, prescription requests, and durations for pickup and delivery
- Created new customer profiles and updated customer information in pharmacy systems

Cashier

June 2015 – February 2017

- Greeted customers entering establishments and computed and recorded total transactions per day, including ringing up sales on computerized cash registers
- Managed customer services by issuing receipts, refunds, credits, or changes to customers dissatisfaction and product complaints benefiting customers by providing credit if the product is more than 90 days old

TROPICAL SMOOTHIE CAFE, Little Rock, AR

Cashier

November 2013 – February 2015

- Trained new hires in cash register operation, stock procedures, and customer service
- Monitored sidewalk sales events to protect products, added new merchandise, and rang up purchases at outside registers