Elena Zahn

zahnworks@pm.me | Tacoma, WA

CERTIFICATIONS AND SKILLS

- **Certifications:** CompTIA A+ Certification
- **Skills:** Hardware and Application Support, IT Documentation, Ticketing Systems, Troubleshooting, Customer Service, Google Workspace, Front-end Design and Programming, Project Management

WORK EXPERIENCE

YMCA of Pierce and Kitsap Counties   **Tacoma, WA**

Engagement Representative   *Oct. 2023 – Present*

- Utilized Salesforce system to enroll, update, and cancel membership information, including program, childcare, camp, and child watch payments.
- Provided technical assistance via inbound and outbound calls, emails, and Salesforce trouble ticketing software, answering questions and providing troubleshooting assistance.

Amazon Fulfillment   **Fife, WA**

Transportation Associate   *Aug. 2021 – Sep. 2023*

- Operated Commercial Motor Vehicles on non-public roads and in-yard to move freight between site dock and parking spots.
- Utilized information database to ensure accuracy of freight arrival and departure; did troubleshooting on freight that was not accurate or following procedural standards.

University Information Technology Services   **Bloomington, IN**

IT Support Technician   *Feb. 2018 – Apr. 2020*

- Provided technical assistance and troubleshooting support to end-users, resolving hardware and software issues covering Mac, PC, and mobile platforms for Indiana University students and faculty.
- Installed and configured computer systems, including hardware, operating systems, and applications.
- Responded to help desk tickets and inquiries, handling incoming calls, emails, and tickets to address technical issues and provide solutions.
- Contributed to the development and improvement of knowledge base articles for efficient problem resolution; led a project overhauling our department's internal knowledge base.
- Assisted in the planning and execution of IT projects, ensuring timely completion and adherence to quality standards.

RE/MAX Realty Professionals   **Bloomington, IN**

Marketing and IT Coordinator   *Dec. 2020 – Jul. 2021*

- Managed the brokerage's IT infrastructure, including troubleshooting hardware and software issues, overseeing system upgrades, and maintaining network security.
- Coordinated the creation of marketing materials, such as brochures, flyers, and digital assets, ensuring brand consistency and alignment with business objectives.
- Provided training and support to team members on marketing tools and technologies, fostering a tech-savvy and digitally competent workforce.
- Assisted in the development and maintenance of the brokerage's website, ensuring content accuracy, responsiveness, and optimal user experience.

EDUCATION

Southern New Hampshire University   **Jul. 2023**

General Studies in Information Technology   *GPA 3.93*

- Coursework focus was on IT project management, IT systems modeling, object-oriented programming (Java, C++, C#), and mobile application development