

# Felicity Smoak

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2019 National Security Agency (NSA) Information Systems Internship position with Fiserv

## EDUCATION

Bachelor of Business Administration, Computer Information Systems major

Expected May 20XX

University of North Georgia, Dahlonega, GA, USA

GPA: 3.6/4.0

Honors: Phi Kappa Phi - Academic Honor Society, President's List-2 semesters, Dean's List-3 semesters

## EXPERIENCE

Information Systems Intern

, Atlanta, GA

May 20XX – Present

Installed, configured, and maintained computer hardware, including PCs, laptops, laserjet and inkjet printers, handheld

barcode wireless PDAs and smartphones. Utilized printer software and network configuration to assist staff members.

Designed and developed department website using HTML5, CSS3, and JavaScript.

Handled 100% of assigned customer calls within a 24-hour period during internship period.

Administered security such as folder permissions, file system security, and operating system updates and

managed significant projects for workstations, equipment, and servers.

Sales Associate, Kohl's Department Store, Gainesville, GA

Aug. 20XX - Jan. 20XX

Managed 25,000 sq. ft. inventory in inventory. Coordinated merchandise in a point-of-sale tracking system.

Coordinated staff schedules during peak sales hours resulting in a 10%

Intern, City Plumbing & Electric Supply, Gainesville, GA

June 20XX – Aug. 20XX

Designed, programmed, and integrated new alarm system for a residential client.

Completed troubleshooting and routine repair of company computers resulting in a 20% increase in operating

efficiently.

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Student Assistant, Office of Student Involvement, UNG, Dahlonega, GA

Jan. 20XX – May 20XX

Published 30 events in Campus Groups, an on-line campus community platform, to increase awareness of events.

## PROJECTS

Network and Infrastructure, UNG

Spring 2020

Demonstrated infrastructure best practices including ITIL and COBIT.