

# Felicity Smoak

Dahlonega, GA 30533 | [felicity.smoak@gmail.com](mailto:felicity.smoak@gmail.com) | 706-429-1221

---

~~Senior Security Summer 2024 Information Systems Internship position with Fiserv~~

## EDUCATION

Bachelor of Business Administration, Computer Information Systems ~~June 20XX~~

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

~~IT Support Technician~~, Atlanta, GA

May 20XX – Present

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

scanners, and smart phones. ~~Successfully resolved 100% of customer issues and increased staff productivity.~~

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 server and network configurations, ~~and user accounts.~~

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

Aug. 20XX - Jan. 20XX

Managed 25,000 sq. ft. inventory in a 100,000 sq. ft. store. Coordinated merchandise and inventory-based 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 residential and commercial clients.

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

efficiency.

a series of 4

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

~~IT Support Technician, National Security Agency (NSA), 20XX~~