

# EXAMPLE OF A SCIENCE, TECHNOLOGY, ENGINEERING, AND MATH RESUME

## Eddie Eagle

Tallahassee, FL

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### EDUCATION

Associate in Science, **Help Desk/Technical Support**  
Tallahassee State College  
GPA: 3.5

Summer 2024  
Tallahassee, FL

### SKILLS

- Troubleshooting
- Salesforce
- Windows 10
- Customer Service
- Office 365
- Phone, Desktop and Laptop Support
- Cisco Switches and Routers
- Interpersonal Skills

### INTERNSHIP EXPERIENCE

#### **ABC Company**

*IT/Help Desk Intern*

Tallahassee, FL  
02/2023 to 05/2023

- Diagnosed and resolved over 50+ computer, printing, and phone problems per week in busy corporate office
- Installed new network security systems using VPNs, Cisco PIX firewall, and assisted in person and remote workers with security adjustments
- Assisted company with installing updates, monitoring programs, and provided technical support to all staff utilizing a ticket system
- Provided quick and long-lasting technical solutions, educated staff on technical issues, and backed all company information to cloud storage

### WORK EXPERIENCE

#### **ABC Company**

*Office Assistant*

Tallahassee, FL  
02/2023 to Present

- Attend weekly department meetings, record minutes of each meeting, and email directors meeting summaries with accurate record keeping
- Greet and assist clients, and manage appointments for company directors
- Organize files, maintain documentation, and trouble shoot client concerns within a timely manner

#### **ABC Golf Store**

*Shift Lead*

Tallahassee, FL  
09/2022 to 02/2023

- Managed a small team of retail associates, coordinated scheduling, and assisted with training new team members
- Completed inventory orders, stocked merchandise, prepared specialty orders, and organized company documentation and shipping information
- Reconciled daily earnings for the store and provided supervisor with weekly reports of sales