Brandie Bell

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In search of Writing Opportunities

- Upcoming technical writer offering a strong academic background and excellent experience.
- Consistently recognized for technical troubleshooting skills used to rapidly resolve challenging technical issues.
- Quickly learn and master new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, tools and testing.

Education

Cal State Dominguez Hills – Carson, CA, Technical Writing Certification obtained (2012)

Mt. San Antonio College - Walnut CA, Studies for Associates degree (1998-2000) (2004-2005)

Concurrent Employment with College Studies:

- **Helpdesk Technician** (2007 to 2012): Provided networking/desktop support and perform mainframe and account maintenance tasks. Earned commendations for teamwork, flexibility and work excellence in providing IT support to students and faculty.
- **Customer Service Support**, Hottopic & Torrid.com (2005 to 2007): Leveraged strengths in persuasive communications and customer service to earn a reputation as team leader.

Technology Summary

Certifications: Technical Writing Certification

Systems: Windows NT/2000/XP/7, some Mac OS

Software: MS Project, MS Office, Photoshop, Dreamweaver, Image ready

IT Experience

Hottopic – City of Industry, Ca

- **Helpdesk Associate** (2007 to 2012) Handled technical troubleshooting within an enterprise environment, including system crashes, slow-downs and data recoveries. Engaged and tracked Priority 1 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets.

Selected Contributions:

- Researched and developed knowledge-base articles for Helpdesk training and improvement, resulting in an increase in first-call-resolutions.
  Exceeded issue-resolution goals
- Handled 40+ technical/mission-critical calls daily and consistently met high service standards.

Other Experience/Skills

- **General Office**
- **Customer Service**
- **Retail Sales**

Torrid Customer Service Representative Sept. 2005 – March 2007
Hot Topic, Inc.- City of Industry, *CA*

Customer Service Representative June 2000 – April 2005
Verizon Wireless - *Irvine*, CA

Sales Associate, Cashier December 1998 – June 2000
Robinsons-May - City of Industry, *CA*

Millers Outpost - City of Industry, *CA* June 1997 – Sept. 1997