

Avery Sutherland

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La Mesa, CA 91941

INTRO

Hello, my name is Avery and I'm currently making the transition from the customer service industry into the Information Technology field. I have 7+ years of customer service experience and I've been doing everything I can to improve my skills and gain exposure, and have produced and released content that is currently in use today (see below). Thank you for reviewing my resume!

CERTIFICATIONS

CompTIA A+

AWS CCP (Expected Sep. 2023)

EXPERIENCE

System Administrator / Homelab

Aug. 2023

Developed content for, as well as performed the following tasks:

- Active Directory Administration on Server 2019:
 - PowerShell: Automated provision, maintaining, and deprovisioning user accounts
 - Implementation and management of Group Policy Objects
 - Security Group maintenance and administration
- Backup administrator using Windows native backup utilities
- Implementation and maintenance of Windows DNS and DHCP services
- Configuration of Windows File Servers with implementation of quotas and NTFS permissions

Rancho Family Medical Group

Nov. 2021 – Current

Appointment Coordinator

Temecula, CA

- Handle scheduling for 50+ providers on a daily basis while managing 50-90 incoming calls at a <3% abandonment rate.
- Awarded consistent praise and recognition from management exemplified by the Core Value Award for April 2023.
- Ability to navigate and accurately input information within the Electronic Medical Record (EMR) system.
- Consistently and accurately collect the patient's personal and insurance information, including any updates.

Verizon GoWireless

Oct. 2016 – Nov. 2021

Sr. Sales Representative

Murrieta, CA

- Recognized for achieving top 5 sales performance throughout Riverside and San Diego county.
- Provided excellent customer service and effectively sold GoWireless and Verizon products to customers, utilizing strong interpersonal and communication skills.
- Monitored store merchandise to ensure optimal inventory levels and facilitate efficient operations.

EDUCATION

Mt. San Jacinto Community College

Apr. 2021

Information Technology

Remote

California Virtual Academy at San Diego

Jun. 2016

High School Diploma

Remote