

# KAMELDA MOORE

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## IT HELP DESK TECHNICIAN

Highly motivated, astute, and hardworking individual with several years' hardware/software technology experience. Able to multitask and communicate well with others. I wish to gain more knowledge/experience in the Information Technology Help Desk/Technician field in the Martinsville-Henry County or Rockingham County area. As of 12/2014 I am CompTia A+ certified. Also enrolled in Microsoft Training to become an Office Certified Specialist. I plan to renew my A+ Certification early 2020.

## WORK EXPERIENCE

7/20/2012 TO PRESENT                      FNB Corp. (formerly NewBridge Bank)                      *Reidsville, NC*

### IT HELP DESK TECHNICIAN

- Software Center reimaging/ Windows 10 upgrades
- Airwatch Mobile Device Management Experience
- Cisco switch port security experience (802.1x)
- Work issues in current tracking system- documenting steps to resolution
- Assist with employee "BYOD" - phone setups using Airwatch MDM
- Provide technical problem resolution to end users (onsite & remote)
- Provide assistance with Windows 7 and Office 2010 issues
- Monitor and answer telephone calls to IT Help Desk and current call tracking software (Track-it!)
- Document PC/Network/Communicates problems and solutions
- Communicate outages to established vendors, as directed
- Monitor and respond to Fiserv EFT ATM network problems via Premier Monitoring
- Maintain and issue Security Access Door System and issue FOB access - Reidsville employees
- Add, Delete, and modify user security access to network resources based on job function in Active Directory
- Scan and add new inventory using Track-It software
- Assist with hardware installations, moves and changes
- Perform 2nd level hardware troubleshooting and support
- Project Lead for 2013 Branch Capture PC upgrade to Win 7(40 branches)

12/1/2010 TO 7/20/2012                      NewBridge Bank                      *Reidsville, NC*

### RESEARCH/ADJUSTMENTS SPECIALIST

- Performed research for internal and external sources (teller line and operations item processing work)
- Performed the Reg E for unauthorized ACH
- Performed incoming and outgoing Federal Reserve adjustments and balanced daily corresponding General Ledger accounts
- Processed the research for internal and external which also consist of subpoena, court orders and summons, daily retrieval of incoming adjustments, performs research for documentation, resolved adjustments, death alerts/reclamations, and other functions as requested
- Cross trained and performed Automatic Overdraft Privilege account maintenance and collected payments
- Researched dormant account activity
- Performed Interdepartmental mail sorting and delivery

6/1/2007 TO PRESENT                      Kamelda's Designs LLC                      *Ridgeway, VA*

### WEB & PRINT DESIGN

- Successfully completed [www.ed2go.com](http://www.ed2go.com) 's Photoshop, HTML, & Dreamweaver online courses via <http://www.ph.vccs.edu/> I have also completed the above courses via [www.acm.org](http://www.acm.org)

- GoDaddy reseller, Google Certified Partner
- Website design, digital and print design, social media maintenance

4/25/2001 TO 12/1/2010                      NewBridge Bank(formerly FNB Southeast)      *Reidsville, NC*

**LEAD ITEM PROCESSING OPERATOR**

- Responsible for completing Amount and Combined entry for Inclearings or Branch Capture runs for items that cannot be read by the software(10-key data entry)
- Responsible for balancing Inclearings and Branch Capture runs and determining the best solution for any out of balance transactions
- Preparing any customer correction or branch corrections to be delivered to Deposit Operations clerk or mailed to customer
- Amount Entry in Optima 5.0, Combined Entry in Optima 5.0, Balancing Branch Capture and Inclearings
- Preparing customer corrections to be mailed out and other duties as assigned by manager
- Assisted with Institution software upgrade for Check 21 image processing in 2002/03
- Assisted with staging and initial Branch Capture pc deployment in 2007 to Rockingham County branches, also trained teller supervisors on the new check 21 scanning software

4/15/1999 TO 3/1/2001                      Bank Services of Virginia, Inc.                      *Bassett, VA*

**PROOF OPERATOR**

- Prepare Federal Reserve work for sorter processing (10 institutions)
- 10 key data entry of teller work for 10 institutions using NCR proof machine
- Assisted with reject-reentry and mailroom
- Frequent winner of several employees incentives(items keyed, most improved)

8/1/1998 TO 4/1/1999                      Sonic Drive-In                      *Collinsville, VA*

**ASSISTANT MANAGER**

- Assisted with carhopping, food prep, register, order expediting, & bank deposits
- Balanced employee drawers at shift end

7/1/1996 TO 8/1/1998                      McDonald's Inc.                      *Bassett, VA*

**ASSISTANT SWING SHIFT MANAGER**

- Worked multiple shifts(opening, mid, closing)
- Shift scheduling, inventory maintenance/ordering, balance employee drawers and beginning/end of shift
- Assisted in kitchen, drive-thru, front counter

**CERTIFICATIONS**

CompTIA A+ 12/15/2014

**EDUCATION**

**PATRICK HENRY COMMUNITY COLLEGE**

08/1/1996 TO 08/01/1997  
*Information Systems Technology*

*Martinsville, VA*

**BASSETT HIGH SCHOOL**

*Advanced Studies Diploma*  
09/1/1992 TO 06/1/1996

*Bassett, VA*