

# Felicity Smoak

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

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~~End of security summer 2021 internship position with Fiserv~~

## EDUCATION

~~Bachelor of Business Administration, Computer Information Systems~~

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, Fiserv, Atlanta, GA~~

May 20XX – Present

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

~~barcode readers, and smart phones. Utilized remote access to troubleshoot and resolve issues for a staff of 500 employees.~~

~~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~~

~~updates. Supported major projects such as workstation, printer, and server~~

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

Aug. 20XX - Jan. 20XX

~~and located 25,000 products in inventory. Coordinated merchandise in a point-of-sale 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 point-of-sale or detection equipment.~~

~~Completed troubleshooting and routine repair of 10 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 National Security Agency (NSA), 2021~~