Ebony Adams

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[www.theynobebrand.com](http://www.theynobebrand.com)

[www.LinkedIn.com/in/theynobebrand](http://www.LinkedIn.com/in/theynobebrand)

PROFESSIONAL EXPERIENCE:

Self Employed, The Ynobe Brand/Ynobe Publishing, LLC Atlanta, GA 02/03 – Present

Freelance Writer/Editor/SEO Specialist

 ➢ Active member of the IAPWE (International Association of Professional Writers & Editors)

➢ Social media branding/marketing using tools such as: SEMrush, Adobe Marketing Cloud, HooteSuite, etc. in addition to formatting/editing blog content using WordPress/Blogger

➢ Format/edit business plans, proposals, press releases, and conduct email marketing via MailChimp for B2B strategy implementation

Practice proper utilization of SEO techniques for brand building and brand exposure while increasing brand exposure through Facebook Marketing and Instagram Marketing

Create/edit content for online news publications, online magazines, and all social media platforms

* Construct customer focused content for basic to extensive site maps using HTML
* Effectively utilize domain authority checking tools for resource credibility in freelance writing

Creatively insight engaging verbiage for web content in various industries of business

Effectively maintain 508 Compliance throughout categories, subcategories, and extensive multi-level websites

Maintain working knowledge of plain language formatting for various industries of business

Effectively research and outline information for web content, website specific blogs, and website specific articles

Produce original, creative, and relatable web copy for consumer goods websites (including, but not limited to, outdoor sporting goods, transportation services, and appliance sales)

Alere, Marietta, GA 02/14 – 03/16

Helpdesk Technician/Backup Lead

* Responsible for the day-to-day management of Tier I technicians reporting business and technical issues
* Provide remote assistance for software troubleshooting and configuration with intermittent use of ITIL processes
* Assist Alere employees with mobile device configuration and activation
* Display extensive knowledge in the utilization of remote tools such as GoToAssist, Citgo Assist, and Log Me In
* Modify, configure, and create user accounts using Active Directory
* Provide technical support for MS Exchange, Active Sync, Outlook Web Access, and Outlook Mobile Access on several domains domestic and foreign.
* Maintain working knowledge of RSA token configuration, modification, and account setup.

Centers for Disease Control (CDC) Atlanta, GA 05/12 – 02/14

Helpdesk Technician

* Assist CDC employees remotely with software troubleshooting and configuration
* Assist CDC employees with mobile device configuration and activation
* Utilize GoToAssist and Citgo Assist to provide remote assistance to customers with technical issues.
* Effectively maintain a high level of customer service in fast paced SLA environment
* Effectively maintain daily call quota
* Display exemplary knowledge of MS Office applications and MAC OSX in regards to CDC specific software/hardware

Columbus Consolidated Government Columbus, GA 10/11 - 02/12

PC Technician/Helpdesk Technician

* Responsible for the installation, configuration, and maintenance of IBM Lenovo products ➢ Responsible for the installation, configuration, and troubleshooting of Lotus Notes and various other software applications including active directory
* Provide remote and local support for peripheral installation and troubleshooting
* Maintain working knowledge of remote access tools such as VMWare, Dameware, and

LogMeIn

* Provide exceptional customer service via phone and on site

Canon Information Technology Chesapeake, VA 01/10-10/11

Helpdesk Support Technician

* Maintain working knowledge of protocols and procedures
* Troubleshoot software/hardware malfunctions
* Provide a superior level of customer service to Canon consumers
* Effectively use multi-tasking skills to resolve technical issues & create trouble tickets via

PeopleSoft and Customer Console software

* Effectively utilize VPN software/applications to assist customers in issue resolution

(Priority Staffing) Dollar Tree Incorporated Chesapeake, VA 05/09-11/09

Helpdesk Support Technician

* Maintain working knowledge of software applications, protocols, and procedures ➢ Troubleshoot software/hardware malfunctions
* Effectively utilize remote servicing tools for troubleshooting
* Effectively use multi-tasking skills to resolve technical issues

(Manpower) AFLAC Columbus, GA. 06/08-03/09

IT Support Specialist

* Maintain working knowledge of software applications, protocols and procedures
* Troubleshoot software/hardware malfunctions
* Install and maintain frequently used software applications and maintain accounts using active directory
* Effectively utilize remote servicing tools for troubleshooting, with intermittent use of ITIL processes
* Effectively using multi-tasking skills to resolve technical issues

(Manpower)Verizon Wireless Columbus, GA. 06/07-03/08

Consultant

* Effectively communicate product/service information, feature functionality, billing procedures, and equipment usage to customers
* Complete frequent outbound calls for customer follow-up and prospecting opportunities ➢ Effectively perform back office duties including inventory and repair, accessory stock, shipping and receiving of repairs

CompUSA Augusta, GA. (Company Closed) 10/06-05/07

Small/Medium Business Sales Representative

* Maintained 15-20 small/medium business sales accounts
* Coordinated and responded to client technology requests expeditiously
* Maintained high sales volume in a variety of Microsoft, Apple, Hewlett-Packard, and Epson hardware/software
* Assisted clients in regards to servers, workstations, network topologies, and peripherals
* Assisted with troubleshooting, maintenance, upgrade, and expansion concerns

Dell Computers Chesapeake , VA (Division Outsourced) 01/05-12/05

Help Desk/Technical Support Representative

* Resolved inbound technical issues regarding Dell hardware, peripherals, software, programming, and information security
* Provided logical solutions to business needs with cross-selling and up-selling Dell products and services
* Handled problem research, isolation, resolution, and follow-up for routine customer issues

U.S. Army Various Locations, USA (Honorable Discharge) 02/02-02/03

Signal Support Systems Specialist (31U)

* Maintained laptop and desktop connectivity architectures including TCPIP, mainframe, network software/hardware troubleshooting
* Performed installation, maintenance, and upgrade of radios, satellites, and wireless handheld devices
* Maintained working knowledge of advanced server troubleshooting, basic networking and

SQL deployed applications

Assisted with web content management and SEO practices

Maintained working knowledge of 508 Compliance and various governmental standards for web content and document transmission via Internet

EDUCATION:

ECPI College of Technology Virginia Beach , VA 08/03-09/05

A.A.S Wireless Technology

Fort Gordon Educational Institute Augusta, GA. 02/02-08/02 Completed U.S. Army required training: Certified PC Technician Certified Communications Specialist.

COMPUTER SKILLS/CLERICAL ABILITIES:

* A+ Certified
* Basic knowledge of realBASIC
* Basic SQL Server knowledge
* 47 WPM Typing speed
* Advanced knowledge of Windows ME, 2000, XP, Vista, Windows 7-10, and Apple OSX
* Advanced knowledge in MS Office, Powerpoint, and Outlook ➢ Intermediate knowledge in MS Excel ➢ Advanced knowledge in LotusNotes.
* Intermediate knowledge in Remedy, PeopleSoft, Active Directory, VMWare, Dameware, GoToAssist, Citgo Assist and LogMeIn

PROFESSIONAL and PERSONAL REFERENCES AVAILABLE UPON REQUEST