**Anna M. Darelli**

850 Colony South #45

Salt Lake City, UT, 84106

(801) 819-4167

**Objective**

To obtain long term employment with a well established organization where I may fully utilize my skills and abilities.

**Experience**

 **Unisys Technical Services** Salt Lake City, UT

 **Level One Help Desk Agent** 08/12-Present

* Responsible for providing desktop support and general IT services.
* Responsible for performing O/S and software troubleshooting on issues affecting single or multiple machines.
* Responsible for performing hardware analysis to diagnose issues.
* Responsible for reviewing, creating, and updating documentation in shared knowledge base.
* Responsible for effectively utilizing company incident management system to ensure timely and efficient support of end-users.
* Responsible for participating in, recommending, and helping prioritize software/hardware deployments for varying scale migrations.

 **Sorenson Communications** Salt Lake City, UT

 **Communications Assistant** 08/12-Present

* Responsible for providing communication assistance to North American-based speech- and hearing-impaired individuals via chat protocol.
* Responsible for dictating and relaying a variety of conversational topics.
* Responsible for dictating and relaying a conversation accurately while maintaining a good pace.

 **Teleperformance USA** Salt Lake City, UT

 **Verizon FiOS Technical Support Agent** 04/12-07/12

* Responsible for answering phones professionally, responding to customer inquiries, and handling and resolving customer complaints.
* Responsible for providing customers with product and service information, process orders, identify and escalate priority issues and follow up customer calls when necessary, as well as dispatching technicians out and drop shipping products.
* Responsible for Tier 2 Technical support for FiOS customers, assisting them with their Data, Voice or Video issues.
* Responsible for utilizing Go-To-Assist software to remote to users to assist in computer issues as well as Television Remote setups and educating callers in the processes of troubleshooting.
* Responsible for achieving and exceeding set goals by supervisors that meet Teleperformance USA and Verizon FiOS standards.

 **Innovabio**West Jordan, UT

 **Biotechnician Intern** 08/10-04/11

* Responsible for performing a wide variety of research laboratory tasks and experiments, making detailed observations, analyzing data, and interpreting results.
* Help maintain, set up and operate laboratory equipment.

 **Education**

**Skyline High School**  Salt Lake, UT

**Finished Junior Year -- Received diploma from SLCC** 2010

* Received many Presidential Awards
* 4.0 Grade Point Average
* AP Courses
* Honor Roll
* International Baccalaureate Program
* Cyber Corps (IT for the institution)

**SLCC**  Salt Lake, UT

**Biotechnology** 2011

**United States Air Force** Airman First Class (A1C)

**Cryptological Linguist**

 **SKILL**

* Computer and Internet-literate performer with extensive software proficiency covering wide variety of applications; expert typing abilities.
* Assertive, self-motivated, goal-oriented, organized and efficient.
* Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes.
* Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation.
* Productive worker with solid work ethic who exerts optimal effort in successfully completing tasks.
* Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high performance standards.
* Able to read, write and speak **Spanish** and **English**.

 **AWARDS**

* National Science Foundation Science Talent Expansion Program (NSF STEP) Scholarship for Spring 2011

**Reference**

* Mary L. Nelson, Ph.D, Assistant Director of Innovabio

Work: (801) 957-6327 Cell: (801) 518-7565

* Lisa Ballash, Skyline High Counselor

Work: (385) 646-6814

* JD Jeppson, family friend for 18 years

 Cell: (801) 636-6444