

CURTIS BRYANT

Chatham, IL | (217) 670-5990 | curtis@clowe.co | <https://clowe.co/> | <https://www.linkedin.com/in/curtis-bryant/>

Highly motivated individual with a desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Passionate about delivering results that exceed expectations and ensure client satisfaction.

EXPERIENCE

Internet Support Representative State Farm – Bloomington, IL

12/2023 to Present

Assisted users with password resets, maintaining a healthy account status, and any other account-related issues with State Farm policyholders.

Reviewed documentation and relayed information to customers calling in to ensure that issues were dealt with swiftly while maintaining metrics set by corporate.

Technology Support Center Student Analyst Illinois State University – Normal, IL

10/2021 to 08/2023

Reviewed project documentation and made significant changes to match updates to the project scope.

Devised incisive workarounds and resolutions for IT-related problems.

Assisted staff and users with computer malfunctions and program problems as well as ensuring accounts were in a healthy state.

Technology Support Center Student Intern Illinois State University – Normal, IL

06/2022 to 08/2022

Reviewed project documentation and made significant changes to match updates to the project scope

Established process analysis and documentation of existing one-steps.

Configured global searches used for system processes to rebuild existing searches reflecting existing standards/best practices documentation.

Shift Manager McDonald's – Chatham, IL

06/2017 to 06/2022

Managed daily cash intake by counting out registers and tabulating profits.

Helped employees accomplish tasks during peak periods.

Coached employees on interactions with customers to drive exceptional service.

Positioned skilled staff in key areas throughout the shift to optimize department productivity.

EDUCATION AND TRAINING

Bachelor of Science: Computer Science Illinois State University – Normal, IL 3.5 GPA

05/2023

Treasurer of Tau Beta Sigma, 2022-2023

Leadership Team of The Big Red Marching Machine, 2023

Associate of Arts w/ Honors Lincoln Land Community College - Springfield, IL 3.71 GPA

05/2021

Member of Phi Theta Kappa, 2020

President's List, Spring 2021

SKILLS

Technical Troubleshooting
Individual and small-group
instruction

Application/Customer Support
Programming Languages
Microsoft Windows and Office

POS Systems and Ordering
Platforms