

# Shauntae Lymas

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## WORK EXPERIENCE

### **Recovery Specialist** **Credit First National Association**

📅 03/2018 – 06/2023 📍 BROOK PARK, UNITED STATES

- Process and analyze more than 100 daily inbound and outbound calls for new and existing credit card users across 90 credit card brands.
- Document customer memorandums with much detail to include their concerns, payments, and internal adjustments.
- Successfully calmed down numerous angry and frustrated callers with empathy, while simultaneously maintaining compliance guidelines.
- Co-chair for an employee resources group in support of US military veterans.

### **Junior Software Tester** **Credit First National Association**

📅 05/2021 – 06/2022 📍 CLEVELAND, OHIO, UNITED STATES

- Hand selected to be a junior software tester as part of the company's workplace development program.
- Successfully tested new software for functionality, compliance, security, and bugs.
- Thoroughly helped to test credit bureau scores, document findings, and provided suggestions on bugs that were in violation of compliance and security guidelines.
- Regularly performed regression, integration, UAT, and functional testing.

## EDUCATION

### **Mass Communications | Print Journalism** **Central State University**

📅 09/1999 – 06/2003 📍 WILBERFORCE, OHIO, UNITED STATES

### **Information Technology Specialist 2 | Certificate of Training** **United Training Academy**

📅 01/2020 – 08/2020 📍 INDEPENDENCE, OHIO, UNITED STATES

- Identifying the causes of networking problems, using diagnostic testing software and equipment.
- Installing new hardware or software systems or components, ensuring integration with existing network systems.
- Investigating, diagnosing and solving computer software and hardware faults.
- Troubleshooting network or connectivity problems for users or user groups.

## CERTIFICATES

📅 07/2020

### CompTIA ITF+ CompTIA Official Global Skill Certification

COMP001021649792

Skillfully completed the CompTIA ITF+ fundamentals certification test.

## SKILLS

### 📘 TECHNICAL COMPETENCIES

Jira	MS Office Suite	SharePoint	3270 (Green) Screens
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### 📘 SOFT SKILLS

Patience	Attention to detail	Customer Service	Interpersonal skills
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Analytical/Problem  
solving

## PROFESSIONAL DEVELOPMENT

I am a technology blogger who publishes test materials for ITF+, A+, Network+, Security+, CCST, and (now defunct) Microsoft Server 2019 certification exams.

With more than 100 posts, I have created short courses and produced media on Cyber Security Awareness; Server fundamentals (Microsoft and Cisco); and OSI model fundamentals.

I have successfully published lessons in basic network protocols, including SSH, ICMP, and the historical usage the of TCP/IP protocol suite.

I have also been accepted to the Urban City Codes tech elevator, with plans to retake the CompTIA Network+ certification exam September 2023.