

ELIZABETH JONES

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Certifications

FreeCodeCamp: Responsive Web Design (HTML/CSS), 2023; Certified Full Stack Developer Curriculum (HTML/CSS/JavaScript/React), In Progress
CompTIA: IT Fundamentals+ (ITF+), 2023; A+, In Progress
Microsoft: Office Specialist – Excel, PowerPoint, Word, Outlook (2023)

Technical Skills

Languages: HTML/CSS, JavaScript
Tools & Platforms: ServiceNow, Github, Docker, VSCode, VMware, Microsoft Office
Operating Systems: MacOS, Linux, Windows, iOS

Experience

Liberty University

November 2022 – Present

IT Computer Labs Specialist I

Lynchburg, Virginia

- Track time and progress on work responsibilities using ServiceNow as well as complete weekly checks and revisions on department knowledge base articles within ServiceNow
- Supervise student workers, hold biweekly coaching meetings, and give feedback during evaluations
- Offer computer lab patrons a variety of technical help using intuitive reasoning and problem solving
- Manage records of past and present inventory orders, print refunds, and data logs using excel and perform last minute changes when requested

Centra Health

October 2021 – January 2023

Patient Representative

Lynchburg, Virginia

- Corresponded with various departments in and outside of the hospital to ensure certain tasks were done correctly and necessary information was obtained
- Handled time sensitive issues with paperwork, documentation and insurance involving patients and other departments
- Provided reassurance to patients from all walks of life with issues they may have been experiencing
- Opened tickets on office electronic systems as needed by calling the Helpdesk

Double H Stable

July 2017 – June 2021

Stable Hand/Trail Guide

Virginia

- Reported directly to the barn's owner who was mainly off-site and delegated tasks to coworkers per the barn owner's instruction
- Provided all around care for horses and the property, i.e., feeding, wound care, cleaning and organizing
- Functioned as a trail guide/leader and gave clear instructions to patrons

Volunteer Experience

The Winchester Storm

December 2016 – May 2017

Intern

Winchester, Virginia

- A local non-profit basketball organization that offered fundraisers in the community and those surrounding. In addition to assisting with various fundraising events, I traveled and sat in on meetings and took notes on topics such as marketing, guest appearances, and facility bookings.

Mountainview Christian Academy

March 2016

Student Volunteer

Dominican Republic

- A mission trip to the Dominican Republic where we held a church camp, helped with maintenance of buildings and invited the local children for games, food, worship and bible study. We also walked around the area taking food and bibles to the locals.

Double H Stable

2010 – 2013

Stable Volunteer

Virginia

- This experience taught me how to provide care for animals and allowed me to understand responsibility, as well as the ins and outs of a working environment.

Education

Liberty University

A.A. in Interdisciplinary Studies

Some College

Lynchburg, VA