***Maria A. Terrero Pen***

228 Stanhope St. Apt 3L, Brooklyn, NY 11237

mterreropenn@gmail.com 646-301-8750

***Education***

Bachelors of Science, Human Services Spring 2017

New York City College of Technology ‖ CUNY

Expected Graduation: Spring 2018

Associate of Science, Honors in Human Services

Borough of Manhattan Community College ‖ CUNY August 2009 - December 2011

***Professional Experience***

**IT Support Assistant** September 2011 - Present

Borough of Manhattan Community College ‖ CUNY

● Respond to students, faculty and staff inquiries and requests, and resolved issues efficiently and professionally.

● Consistent presentation of a professional image, both on the phone and in person.

● Exercise strong interpersonal communication skills with students, faculty, staff, and department personnel.

***Internship***

**Administrative and Tutor Assistant** February 2011 - March 2012

Jewish Child Care Association - Two Together New York, NY

● Answered phones, greeted students, tutors and parents.

● Tutored children between 3rd and 6th grade during one-on-one sessions.

● Provided administrative assistance, which included photocopying, mailing complementary materials for parents & tutors.

***Honors***

Dean’s List, Borough of Manhattan Community College Fall 2010 - Fall 2011

Phi Theta Kappa Member, Borough of Manhattan Community College Fall 2010 - Present

***Certifications***

**●** ITIL Certification

● Bomgar Certified

***Skills***

● Bilingual with Spanish and English.

● Excellent knowledge of Microsoft Office Suite and Windows platforms.

● Possess exceptional administrative and organizational skills.

References available upon request