**Felicia Watson**

Humble, TX 77338

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https://created2bawatson.wixsite.com/my-site

**COMPUTER USER SUPPORT SPECIALIST**

**CORE COMPETENCIES**

Time Management | Problem Solving| Troubleshooting |Active Listening | Self-Starter |Leadership |Adaptability |Verbal Communicating |Computer Skills| Ethical worker|Windows

**EDUCATION**

**I am an inducted member of the National Society of Leadership and Success**

DeVry University Naperville, IL

**Associate of Science in Cybersecurity and Networking**

DeVry University Naperville, IL

**Undergraduate Certificate in Information Technology Essentials**

*Completed Coursework: Introduction to Technology and Information Systems, Introduction to Operating Systems, Introduction to Programming, Introduction to Digital Devices, Fundamentals of Information Technology, Networking, and Fundamentals of Cloud Computing*

Rasmussen University Houston, TX

**Certificate in Business Management**

*Completed Coursework: Hardware and Software, Computer Technical Support, Introduction to Networks, Introduction to Business, Computer Applications and Business Systems Concepts, Principles of Management, Business Law, Principles of Financial Accounting for Managers, Introduction to Business Analysis and Intelligence, Principles of Finance*

I.T.T. Technical Institution Houston, TX

**Electrical Engineering Tech**

*Completed Coursework: Principles of Electronic I & II, Electronic Laboratory I & II, Solid State Electronic Laboratory I & II*

**PROFESSIONAL EXPERIENCE**

**Idea Public Schools Houston, TX**

Driver May2025 – Present

* Transport students of all ages to and from school

Sp Plus Houston, TX

Driver July 2024 – April 2025

* Transport Customers to the Airport Terminals

Vonlane Dallas, TX

**Driver** October 2023 – June 2024

* Transport Customers to Dallas, Austin, San Antonio, and Fort Worth, Texas, trip.

Asurion Houston, TX

**Delivery Driver and Sales Expert** June 2023 – August 2023

* Delivering mobile and electronic devices and activating and setting up customer devices.
* Sales and assistance with products that are beneficial to the customer.

Tomball I.S.D. Houston, TX

**Bus Driver** August 2022- April 2023

* Picked students up from the specified location.
* Transported them safely, complying with a specific route.

Quest Diagnostics Houston, TX

**RSR Representative** October 2020 – August 2022

* Day-to-day route operation servicing client needs regarding correctly tracking, sorting, storing, and transporting.
* Safely operates a company vehicle to pick up and deliver. Providing a service to internal and external customers.

Spring I.S.D. Houston, TX

**Driver** January 2019 – October 2020

* Delivering packages and orders with company-assigned vehicles
* Picked and built orders using a hand-held
* Input all information into the system.
* Picked students up from the specified location.
* Transported them safely, complying with a specific route.

Weiser Security Houston, TX

**Site Supervisor**  August 2018 – January 2019

* Maintained the safety and security of the company premises, including its employees and assets.
* Oversaw surveillance operations and the security team for efficient patrols and developing safety plans across the organization.

Gordon's Food/ Forklift Replenisher Houston, TX

**Forklift Replenisher** February 2018 – August 2018

Worked on all moves of the batch system. Moving products from one location to another location by forklift.

Frito Lay Houston, TX

**RSR Representative** January 2017- February 2018

* Delivered products to customers and retrieved unsalable goods back to the warehouse.
* Checked appearance and pricing accuracy.
* Assembled/disassembled shelves and racks.
* Use equipment to transport products (e.g., hand trucks, pallet jacks, etc.)
* Ensured back-room inventory reached the sales floor, organized the place, and maintained any remaining back-room inventory in the proper location.
* Ordering “maintenance” products via the handheld device, including scanning back stock, logging back stock, etc.
* Executed proper carton return procedures.
* Payment reconciliation, where applicable.
* Comply with operating procedures (e.g., scan-in/scan-out, following designated route, etc.)
* Serviced accounts during designated times established by management.
* Delivering customer service while managing time.

Metro Houston, TX

**Bus Operator** June 1999 – October 2016

* Operated buses transporting passengers safely and courteously over specific routes to local or distant points according to time schedules and special services, following policies and procedures.