Zeus Wilcox

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SUMMARY

Experienced professional proficient in computer repair, data entry, and customer service. Flourishes in dynamic environments, excels in collaborative efforts, and consistently delivers exceptional results. Skilled in streamlining workflows and leveraging various software tools to fulfill organizational goals

WORK EXPERIENCE

Data Control Associate II   July 2024 – Present
FIS Global | Cherry Hill, New Jersey

- Providing desktop support for banking systems, troubleshooting hardware, software, and network issues.
- Manage user access, and security settings.
- Support core banking applications, item processing, and check imaging systems.
- Utilized SQL databases, and VBA.
- Maintain security compliance (PCI DSS, FFIEC) through audits and access controls.
- Managed Processing for 14+ Banks at a time while keeping SLA.
- Adjusting general ledgers for federal processing.

Marketing Coordinator / Graphic Designer   July 2022 – December 2023
UPS | Mount Holly, New Jersey

- Initiated pricing strategies in the print and marketing domain, working closely with business owners.
- Employed Adobe InDesign, Illustrator, and Photoshop.
- Effectively managed multiple printing machines, ensuring precise print resizing to fulfill client and operational requirements.
- Utilized Excel to develop detailed general ledgers, enabling tracking of expenses, revenue, and client scheduling to optimize operational efficiency within the print and marketing sector.

Computer Technician and Quality Assurance   May 2021 – July 2022
CDR Global | Oklahoma City, Oklahoma

- Skillfully setup KVMs, streamlined drivers via DISM, and troubleshooted printers, desktops, and laptops
- Imaged OS onto new systems
- Reviewed and assessed the work of IT team members to ensure accuracy, consistency, and adherence to quality standards and best practices
- Actively validated SKUs, managing data for over four websites through Excel, employing Pivot Tables, Formulas, and functions like VLOOKUP, and executing prebuilt VBA macros
- Exported data from RazorERP system, replaced hardware components on multiple systems, conducted OS installations, overwrote data on drives, and extracted electronics from non-functional systems

Security Front Desk   Aug 2019 – May 2021
Securitas | Oklahoma City, Oklahoma

- Onboarded and trained 12+ new hires, while maintaining detailed hourly reports.
- Defused 20+ high-pressure situations by quickly assessing risks and implementing effective conflict resolution strategies.
- Utilized CCTV systems (NVR) for enhanced security.

EDUCATION

Business Administration   Present
University of Maine at presque isle

Print and Marketing Post Secondary   Aug 2017 – May 2019
Moore Norman Technology center
Graduated with 4.0 GPA

High school Diploma   Aug 2015 – May 2017
Westmoore High School

CERTIFICATIONS

Comptia Network+

Comptia Security+ (In Progress)

Visual Design Specialist CC 2015

Visual Design using Adobe Photoshop CC 2015

Graphic Design & Illustration using Adobe Illustrator CC 2015

Print and Digital Publication using Adobe Indesign CC 2015

HONORS & AWARDS

Moore Norman Technology Center Perfect Attendance

National Honor's Technical Society

SKILLS

UNIX | Communication | Leadership | Time Management | Adaptability | Problem Solving | Teamwork | VBA | Python | Accuracy | Data Management | Desktop Support | Account Management | Wide Format Printing | Typography | Direct Mail | CRM | Virtual Box | Windows | Microsoft Suite | AI | Device Deployment | Book Keeping