



# CLIFTON GIBBONS

cliftong@outlook.com | 334-233-2138 | Locust Grove, GA 30248

## Summary

---

Dynamic professional with extensive experience at Xerox, excelling in remote troubleshooting and customer relationship management. Proven track record of surpassing service goals through effective problem-solving strategies. Skilled in utilizing ticketing systems to streamline support processes, ensuring efficient resolution of hardware/software issues while fostering positive client interactions.

## Skills

---

- Remote Troubleshooting
- Ticketing Systems
- Software Support
- Hardware support
- Service Appointments
- Customer Relationship Management

## Experience

---

Xerox | Montgomery, AL  
**Technical Helpdesk & Digital Remote Support Agent - (Remote)**  
07/2016 - Current

- Developed positive relationships with customers through friendly interactions.
- Surpassed service goals through the implementation of successful troubleshooting strategies.
- Provided remote troubleshooting and support for software and hardware problems.
- Create service appointments for new installation of services and troubleshooting existing service issues
- Tracked service requests through multiple ticketing systems, such as eAutomate and ServiceNow.

Auburn University at Montgomery |  
Montgomery, AL  
**Residence Life Coordinator**  
07/2013 - 05/2015

- Developed and implemented educational programming for residential students on topics such as leadership, wellness, diversity and inclusion, and academic success.
- Led campus tours, new resident orientation and ongoing educational sessions.
- Created and maintained positive relationships with faculty, staff, parents, alumni, and other stakeholders to ensure the successful operation of residence life programs.
- Organized resident assistant recruitment processes including advertising positions, interviewing candidates, selecting finalists and providing onboarding training sessions.
- Administered, coordinated or recommended disciplinary and corrective actions.

Auburn University at Montgomery |  
Montgomery, AL  
**Computer Lab Manager**  
09/2010 - 12/2013

- Supervised student workers in the computer lab.
- Assisted in troubleshooting hardware and software issues as needed.
- Trained users on the use of various software applications.
- Ensured compliance with university policies related to technology use.
- Assisted with basic network administration tasks such as adding new

users, resetting passwords and configuring accounts via ActiveDirectory and Microsoft Exchange.

- Troubleshot daily IT desktop client issues, supporting multiple departments, and various offices.
- Documented all service request via campus ticketing system (SchoolDude)

## Education and Training

---

South University Montgomery | Montgomery, AL

**Master of Science (Highest Honors)** in Computer Information Systems

06/2021

Auburn University Montgomery | Montgomery, AL

**Bachelor of Science** in Computer Information Systems

12/2012

## Websites, Portfolios, Profiles

---

- Online Resume: <https://cliftong2021.wixsite.com/cliftonggibbons>
- LinkedIn: <https://www.linkedin.com/in/cliftong/>

## Accomplishments

---

- Berney Office Solutions
  - Admin Employee of the Year – 2018
  - Runner-Up Admin Employee of the Year – 2017
- Teletch Holdings
  - Top Performers: Top 5% Award - 2002
    - Total Team Size: 500+ team members