

Summary of Qualifications:

Motivated information systems professional focused on excellent customer service with experience in project management and team leadership, problem solving, virtual and cloud computing, teamwork, collaboration, and communication.

Education:

May 2012

Bachelor of Science in Business Administration
Northern Arizona University. Flagstaff, Arizona.

Major: Computer Information Systems

- Oracle Database administration course
- C# and ASP.net Windows Forms and Web programming courses for creating data driven applications hosted on IIS.
- Windows and UNIX infrastructure courses
- Desktop and infrastructure security courses
- Project management course

Work History

2012-

Help Desk Support Services Specialist
Northern Arizona University Solution Center
Flagstaff, Arizona

- Serve as the central point of contact for campus technology users with questions and problems via telephone and in person
- Provide campus faculty and staff with highest levels of customer support for technology questions over the phone, by email, and with some in-person interaction.
- Work with customers of all skill levels
- Collect and distribute information about current problems and solution information about desktop and collaboration software, procedure changes, and systems status.
- Maintain Solution Center knowledge base information and assist with design and management of Solution Center SharePoint page.
- Work with callers and on tickets to resolve problems and fulfill requests
- Assist with project to reorganize IT resources
- Provide support to
- As part of IT Services re-structuring, moved to providing second tier support for faculty staff
- Communicated support issues to first tier agents, accepted calls from first tier agents, performed additional troubleshooting
- Work with callers and on tickets to help determine and set appropriate permissions for resources such as department mailboxes, file shares, and SharePoint sites using Active Directory and LDAP

- Consult with clients regarding NAU ITS technical resources to determine the right tool for given business needs, and assist provisioning or coordinate with other ITS teams to provision the tool or service
- Assist SharePoint site users with SharePoint site access and functionality, including helping set permissions
- Manage and prioritize handling of walk-in support clients, phone callers, e-mails, and customer submitted support tickets
- Manage DNS and DHCP records and TCP/IP settings for campus computer systems
- Assist with configuration and connection to VPN server to remotely access LAN resources such as file shares, remote desktop services, and secure services such as financial system
- Assist with connections to Ethernet and wireless networks

2007-2011

Student Computing Assistant Senior

Northern Arizona University Student Technology Center

Flagstaff, Arizona

- Successfully completed 17,000 support contacts with diverse population of students and faculty on campus and around the world
- Worked one year of overnight shifts which involved the additional responsibility of managing security of the South Learning Resource Center facilities and operating and maintaining printers
- Documented work performed during contacts with students and created work requests using ticketing systems
- Troubleshoot and support personal computers and university systems for students via phone and in person
- Provide support to users experiencing stressful and emotional situations, calmly resolving issues
- Advanced to Student Computing Assistant Senior in May 2008
- Act as a liaison and communicate support trends between tier 1 and tier 2 support personnel
- Assisted in managing scheduling issues with other student employees
- Aid and train team members with advanced support issues
- Research technical issues within the scope of the Student Technology Center and distribute solutions to other staff
- Assist with yearly training workshops for Student Technology Center staff, including presenting some training sessions

Volunteer Work

Fall 2009 –

Municipal Liaison for National Novel Writing Month

Flagstaff, Arizona

- Organized meetings of community members participating in an international web-based novel writing event
- The event involves writing a 50,000 word (short novel draft) piece of fiction in a 30-day period and requires the ability to manage and prioritize multiple tasks and projects during the month

- The event is held by the Office of Letters and Light and is one of several events and programs OLL runs to promote literacy and creativity

Summers 2008/2007

Kingman High School Photography Computer Lab network.

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Skills

- Excellent verbal and written communication skills, including communication with international students and faculty, and those learning English as a second language
- Working and learning in a multicultural environment

Technical Skills

- Troubleshooting and operating modern operating systems
 - Linux distributions
 - Modern Windows desktop operating systems: 7, 8/8.1, 10, as well as Server versions
 - Mac OS X

Certifications

- HDI certification