

# Emily Kupic

## IT Specialist

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Dedicated IT Specialist with 5+ years experience. Seeking to help lift Salesforce IT ROI through proven skills in Systems Administration. At Kovisto Medical, led successful transition of 100+ employees to Windows 10. Cut security risk by 57% and boosted customer satisfaction by 75%.

### Experience

- 2014-10 - 2017-09

**System Administrator**  
*Kovisto Medical*
  - Handled technology planning for a major healthcare provider. Directed all hardware and software installation, maintenance, and upgrades.
  - Spearheaded the successful companywide transition to Windows 10. Upgraded 100+ employees to new system, under budget, with 100% HIPAA compliance.
  - Implemented IT risk management plan to harden system security, including least privilege drive and password vaults. Cut security risk by 57%.
  - Installed new Help Desk monitoring system to identify and address recurring issues. Increased customer satisfaction scores by 75%.
- 2013-07 - 2014-08

**Technical Support Specialist**  
*Zero Web*
  - Provided Help Desk-based IT phone support to end users for a fast-paced web hosting firm, including troubleshooting, server support, and customer service.
  - Maintained 15% above average customer satisfaction in post-call surveys. Used deep compassion and listening skills for best customer experience.
- 2012-06 - 2013-06

**Freelance IT Specialist**  
*Various*
  - Installed new ordering and payment-taking system in a busy restaurant.
  - Contributed to an open source coding project on Git Hub.
  - Built an online t-shirt ordering site from scratch.

### Education

- 2008 - 2012

**BS in IT, Baldwin Wallace University**
  - Received Degree in IT with a focus in Information Systems.
  - Excelled in computer science coursework.

### Soft Skills

- Leadership

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Expert
- Critical Thinking

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Expert
- Customer Service

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Advanced

### Languages

Java, C++, PHP, MySQL, Ruby, C#, C  
HTML5, CSS3, Javascript, JQuery

### Hard Skills

- Software Installation

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Expert
- System Maintenance

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Advanced
- Programming

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Advanced

### Certificates

CompTIA A+ Certification  
MS Server Certification