

# Alina Rudimenko

IT Consultant - 4+ Years Experience

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Personable IT consultant with 4+ years expertise in a fast-paced global tech firm. Achieved company-best quality satisfaction rating according to internal review (99.76%). Seeking to advance my career by growing with the Lansing team and company.

## Experience

2015-01 - **IT Specialist**

2017-12 AWS, New York, NY

### **Key IT Qualifications & Responsibilities**

- Coached newly-hired IT specialists on advanced technical procedures.
- Assisted clients with diagnosis of software and hardware issues.
- Encouraged timely and relevant upgrades for clients' products.

### **Key IT Achievements**

- Identified new parts-ordering solution, led to 17% wait time reduction.
- Assisted IT director with admin apps, reducing workload by 19%

2013-01 - **Help Desk Agent**

2015-01 The Kall Center, New York, NY

### **Key IT Responsibilities**

- Coached support agents on technical duties and managed training.
- Encouraged email and phone clients to make software-pairing decisions.
- Instituted customer survey to assess software demand.

### **Key IT Achievements**

- Identified ticketing management solution, led to 18% queue reduction.
- Assisted IT manager as client liaison on updates, reducing workload 49%

## Education

2007-09 - **BA in Network Administration**

2012-05 City University of New York, New York, NY

3.9 GPA

## Skills

Agile Development



Advanced

Cloud Management



Intermediate

Devops Debugger 5000 Use



Intermediate

Data Synchronization



Working Proficiency

UI / UX



Working Proficiency