

Alina Rudimenko

IT Consultant - 4+ Years Experience

Address 350 5th Ave
New York, NY 10118

LinkedIn [linkedin.com/in/alinarudimenko](https://www.linkedin.com/in/alinarudimenko)

Phone 718-708-1622

E-mail alina.rudimenko@gmail.com

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 - 2017-12	IT Specialist <i>AWS, New York, NY</i> Key IT Qualifications & Responsibilities <ul style="list-style-type: none">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 <ul style="list-style-type: none">Identified new parts-ordering solution, led to 17% wait time reduction.Assisted IT director with admin apps, reducing workload by 19%
2013-01 - 2015-01	Help Desk Agent <i>The Kall Center, New York, NY</i> Key IT Responsibilities <ul style="list-style-type: none">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 <ul style="list-style-type: none">Identified ticketing management solution, led to 18% queue reduction.Assisted IT manager as client liaison on updates, reducing workload 49%

Education

2007-09 - 2012-05	BA in Network Administration City University of New York, New York, NY 3.9 GPA
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Skills

Agile Development	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
Cloud Management	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Intermediate</div>
Devops Debugger 5000 Use	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Intermediate</div>
Data Synchronization	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Working Proficiency</div>
UI / UX	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Working Proficiency</div>

Languages

Spanish	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
Croatian	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Conversational</div>

Certifications

2014-08	CompTIA A+, CompTIA Network+, and CompTIA Security+ Certifications
2013-09	Microsoft Certified Technology Specialist
2013-07	Citrix Certified Enterprise Engineer
2012-08	VMware Certified Design Expert (VCDX)