

# 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 - 2017-12 IT Specialist**

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 - 2015-01 Help Desk Agent**

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 - 2012-05 BA in Network Administration**

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

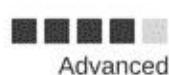
UI / UX



Working Proficiency

## Languages

Spanish



Advanced

Croatian



Conversational

## 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)