Alina Rudimenko

IT Consultant - 4+ Years Experience

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.

Personal Info

Address
350 5th Ave
New York, NY 10118

Phone
718-708-1622

E-mail
alina.rudimenko@gmail.com

LinkedIn
linkedin.com/in/alinarudimenko

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

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

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)