

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