

Emily Kupic

IT Specialist

 216-774-3373

 emilykupic@gmail.com

 emilykupic.com

 linkedin.com/in/emilykupic

Dedicated IT Specialist with 5+ years experience. Seeking to help lift Salesforce IT ROI through proven skills in Systems Administration. At Kovisto Medical, led successful transition of 100+ employees to Windows 10. Cut security risk by 57% and boosted customer satisfaction by 75%.

Experience

2014-10 - 2017-09 System Administrator

Kovisto Medical

- Handled technology planning for a major healthcare provider. Directed all hardware and software installation, maintenance, and upgrades.
- Spearheaded the successful companywide transition to Windows 10. Upgraded 100+ employees to new system, under budget, with 100% HIPAA compliance.
- Implemented IT risk management plan to harden system security, including least privilege drive and password vaults. Cut security risk by 57%.
- Installed new Help Desk monitoring system to identify and address recurring issues. Increased customer satisfaction scores by 75%.

2013-07 - 2014-08 Technical Support Specialist

Zero Web

- Provided Help Desk-based IT phone support to end users for a fast-paced web hosting firm, including troubleshooting, server support, and customer service.
- Maintained 15% above average customer satisfaction in post-call surveys. Used deep compassion and listening skills for best customer experience.

2012-06 - 2013-06 Freelance IT Specialist

Various

- Installed new ordering and payment-taking system in a busy restaurant.
- Contributed to an open source coding project on Git Hub.
- Built an online t-shirt ordering site from scratch.

Education

2008 - 2012 BS in IT, Baldwin Wallace University

- Received Degree in IT with a focus in Information Systems.
- Excelled in computer science coursework.

Soft Skills

Leadership



Expert

Critical Thinking



Expert

Customer Service



Advanced

Languages

Java, C++, PHP, MySQL, Ruby, C#, C

HTML5, CSS3, Javascript, JQuery

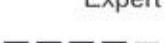
Hard Skills

Software Installation



Expert

System Maintenance



Advanced

Programming



Advanced

Certificates

CompTIA A+ Certification

MS Server Certification