

# 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 | <b>IT Specialist</b><br><i>AWS, New York, NY</i><br><b>Key IT Qualifications &amp; Responsibilities</b> <ul style="list-style-type: none"><li>Coached newly-hired IT specialists on advanced technical procedures.</li><li>Assisted clients with diagnosis of software and hardware issues.</li><li>Encouraged timely and relevant upgrades for clients' products.</li></ul> <b>Key IT Achievements</b> <ul style="list-style-type: none"><li>Identified new parts-ordering solution, led to 17% wait time reduction.</li><li>Assisted IT director with admin apps, reducing workload by 19%</li></ul> |
| 2013-01 - 2015-01 | <b>Help Desk Agent</b><br><i>The Kall Center, New York, NY</i><br><b>Key IT Responsibilities</b> <ul style="list-style-type: none"><li>Coached support agents on technical duties and managed training.</li><li>Encouraged email and phone clients to make software-pairing decisions.</li><li>Instituted customer survey to assess software demand.</li></ul> <b>Key IT Achievements</b> <ul style="list-style-type: none"><li>Identified ticketing management solution, led to 18% queue reduction.</li><li>Assisted IT manager as client liaison on updates, reducing workload 49%</li></ul>        |

### Education

|                   |   |
|-------------------|---|
| 2007-09 - 2012-05 | <b>BA in Network Administration</b><br>City University of New York, New York, NY<br>3.9 GPA |
|-------------------|---|

### 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)                              |