

# Alina Rudimenko

IT Consultant - 4+ Years Experience

**Address** 350 5th Ave  
New York, NY 10118

**LinkedIn** [linkedin.com/in/alinarudimenko](https://www.linkedin.com/in/alinarudimenko)

**Phone** 718-708-1622

**E-mail** [alina.rudimenko@gmail.com](mailto:alina.rudimenko@gmail.com)

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> <i>AWS, New York, NY</i> <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> <i>The Kall Center, New York, NY</i> <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> City University of New York, New York, NY 3.9 GPA
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## 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)

## Skills

Agile Development	<div><div></div></div> Advanced
Cloud Management	<div><div></div></div> Intermediate