

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

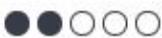
Devops Debugger



5000 Use

Intermediate

Data



Synchronization

Working Proficiency

UI / UX



Working Proficiency



Languages

Spanish



Advanced

Croatian



Conversational



Experience

2015-01 -

IT Specialist

2017-12

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 -

Help Desk Agent

2015-01

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 -

BA in Network Administration

2012-05

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)