

AKHIRAH STRONG

Detroit, MI 48202

313.334.0035 - akhirahstrong@gmail.com

<https://github.com/Ahkyhabib> <https://www.linkedin.com/in/akhirah-strong-a71525100/>

SUMMARY

Accomplished Computer Technician with a rapidly increasing range of industry experience looking to bring strong instincts and a proven record of procedural compliance, process management and strong operational skills to a rapidly growing company.

SKILLS

- Hardware and software maintenance
 - Basic knowledge of Active Directory
 - Virtual Desktop Infrastructure
 - Knowledge of networking protocols, and implementation
 - Strong communication, and trouble shooting.
 - Trouble shooting hardware, software, and peripheral
 - Web Development
 - JQuery, SCSS, HTML5
 - Scripting (Bash and Powershell)
 - GitHub
 - IT security best practices
 - Trouble shooting Windows XP/7/8/10, and Macs
 - JQuery
 - Github
-

WORK HISTORY

09/2018 to Current

Front End Web Developer

Quicken Loans Inc. – Detroit, MI

- Designed, developed, and tested web applications for use in the banking industry.
- Managed design of dynamic widgets focused on landing pages, and customer learning tools.
- Responsible for creative design for marketing campaigns.
- Designed tools for marketing strategies which resulted in 8% growth of customer base.

01/2016 to Current

Tech Specialist

Education Achievement Authority of Michigan – Detroit, MI

- Maintained over 1000 devices, both mobile and stationary for multiple locations.
- Corrected minor networking issues.
- Collected data around every transaction and turned it into tools that helped users.
- Ensured proper installation of cables, operating systems and software.
- Evaluated and conducted technical and functional research and analysis.
- Participated in special projects, external audits, evaluations and process improvements.
- Implemented and administered advanced Microsoft technologies.

01/2015 to 01/2016

Service Desk

Hewlett-Packard – Pontiac, MI

- Identified and corrected performance issues.
- Oversaw the daily performance of computer systems.
- Maintained records of daily data communication transactions, problems and remedial actions taken.
- Referred major hardware and software problems and defective products to vendors or technicians for service.
- Trained users in the proper use of hardware or software.

- Followed internal procedures for change management, incident management and escalation.

01/2015 to 01/2015

Help Desk Support

Sterling Back Check – Marietta, GA

- Analyzed virtual desktop infrastructure
- Resolved browser and web application compatibility issues
- Resolved XenApp Desktop issues
- Imaged and encrypted operating systems for end users
- Added users accounts to Active Directory
- Resolved tickets using Manage Engine
- Conducted computer diagnostics to investigate and resolve problems and provide technical assistance and support.
- Provided recommendations for resolving defects.
- Set up equipment for employee use.

01/2009 to 01/2012

Help Desk

Aaron Rentals – Atlanta, GA

- Answered user inquiries regarding computer software or hardware operation to resolve problems.
- Installed and performed minor repairs to hardware, software, or peripheral equipment, followed design or installation specifications.
- Maintained records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Referred major hardware or software problems or defective products to vendors or technicians for service.
- Conferred with staff, users, and management to establish requirements for new systems or modifications.
- Prepared evaluations of software or hardware, and recommend improvements or upgrades

EDUCATION

Associates Degree

Atlanta Technical College - Atlanta, GA

2015

Networking Administration: Networking

Atlanta Technical College - Atlanta, GA