

ASHLEY FEIJOO  
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<https://ashleyfeijoo.github.io/Portfolio/>

**OBJECTIVE** Detail-oriented graduate with strong technological skills and the ability to learn concepts quickly.

## QUALIFICATIONS

- Experience in fast paced, technological work environments.
- 70 WPM Typing Speed.
- Extensive work using remote-desktop applications.
- Expert in Office 365 Administrative work.
- Knowledgeable in all Microsoft Office programs.
- Practiced in writing and conducting research/data entry.
- Built multiple applications detailed in portfolio.
- Experience managing Cisco devices.
- Proficient knowledge of SQL, Javascript, HTML & CSS
  - JQuery, Heroku, Git, CLI-applications
  - Bootstrap, Materialize, MDBootstrap, SASS, LESS & more
- Delegated asset-tracing inventory
- Experience in a citrix technological environment.

## RELEVANT EXPERIENCE

- 07/2018- 04/2019** I.T. Help Desk Specialist Level 2
- Technical Support for tier 1 and 2 tickets.
  - Troubleshooted Citrix based user issues.
  - Created and implemented all new users within Active Directory as well as working with ICT protege GX for the creation of badges and scheduled access services.
  - Managed asset tagging as well as purchase order entry within asset database.
  - Implemented, managed and controlled all cell-phones for the company using Apple mobile device management software.
  - Maintained and organized the front and back-end of internal wordpress website and server.
  - First point of contact for clients with all troubleshooting issues.
  - Orchestrated changes in Databases using Microsoft SQL Server Manager.
- 02/2018 - 05/2018** Intern at Extensys Inc- Oldsmar, FL
- Worked as an Interim NOC Engineer Level I
  - Handled support tickets in regards to Active Directory, Exchange & Office 365, workstation setups, troubleshooting within Windows and Mac operating systems, server monitoring.

- 12/2017 - 02/2018** Henderson Hammock Charter School- Tampa, FL
- Substitute teacher for children in Kindergarten-8th grade
- 06/2017 - 02/2018** YMCA- Tampa, FL
- Kid Zone/Youth Zone Attendant
- 12/2016 - 03/2017** Volunteer in Child-care- Hands and Voices- Orlando, FL
- Guided deaf and hard-of-hearing children during play-time

## **EDUCATION**

- 2019** Full-Stack Web Development Certificate  
University of Minnesota  
3-month Boot Camp
- 2017** B.S., PSYCHOLOGY  
University of Central Florida, Orlando, Florida  
Graduated with honors
- 2014** A.A., PSYCHOLOGY  
St. Petersburg College, Tarpon Springs, Florida  
Graduated with honors

## **AFFILIATIONS**

Phi Theta Kappa Honors Society  
National Society of Leadership and Success