



# Cindy Maynard



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Perry, FL 32348

## PROFESSIONAL SUMMARY

IT User Support professional with experience in troubleshooting technical issues and resolving them promptly while prioritizing customer satisfaction. Capable of explaining complex concepts to users while omitting jargon.

## SKILLS

- Conflict resolution skills
- Customer Service
- Extensive Organization Skills
- Maintenance of Network Switches
- Understand hardware functionality
- Use Python to write effective functions
- Maintenance of Linux & Windows based infrastructure
- Familiarity with Ethernet Principles
- Providing Support for Bizhub Printers
- Active Directory
- Use cron jobs for task automation

## WORK HISTORY

### DISTRIBUTED COMPUTER SYSTEMS ANALYST 7/2024 TO PRESENT

#### Wakulla Correctional Institution | Crawfordville, FL

- Usage of ServiceNow ticketing system for incident management
- Installs, implements, maintains, and supports computer systems for members of the agency
- Follows up with customers for efficient resolutions and escalates priority issues
- Provides thorough and timely problem analysis

### CORRECTIONAL SENTENCE SPECIALIST 9/2023 TO 7/2024

#### Jefferson Correctional Institution | Monticello, FL

- Provided guidance and supervision to the records department and staff members.
- Trained new employees in usage of the OBIS database, CCIS, IMDB, and Omnixx
- Completed and processed mandatory training and performance appraisals
- Interviewed inmates as needed in response to questions and concerns

### SENIOR CLERK 6/2021 to 9/2023

#### Mayo Correctional Institution | Mayo, FL

- Escalated inmate family member issues as needed
- Used Microsoft Office products to produce and edit various documents such as: reports, inmate callouts, outside court documentation, etc.
- Operation and basic maintenance of printers and computers

## CORRECTIONAL OFFICER

2/2020 to 02/2021

### Taylor Correctional Institution | Perry, FL

- Responsible for close supervision of approximately 200 inmates daily
- Monitored for possible security threats or potential hostile situations
- Conducted searches for any suspected contraband in the dormitory
- Established positive working relationships and maintained boundaries with resident offenders

## ENROLLMENT SPECIALIST

09/2018 to 12/2019

### SelectQuote Senior | Overland Park, KS

- Simplified complex policies for easy customer understanding
- Assisted customers in choosing the appropriate health plan to suit their needs
- Secured customer coverage through carrier verification
- Used Microsoft Office Suite to accurately track enrollments

## EDUCATION

### Currently Attending:

Florida State College at Jacksonville

Degree Path: AS Networking Systems Technology

Minor: Digital Forensics

## CERTIFICATIONS

- Linux+ Certified
- Member of Phi Theta Kappa Honors Society

12/2024