Melissa Randolph

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OBJECTIVE

As a quick learning and skillful technician, I am seeking to share my growing knowledge of IT infrastructure. I am looking for a professional environment that can be the catalyst to that growth.

SKILLS & ABILITIES

- Windows Server
- Windows 7, 8.1, 10
- Server Administration
- Microsoft Office Suite
- PowerShell
- Command Line Interface
- Windows Migration
- Wireless technologies
- Adamant documenter
- Cooperative

- SQL
- AutoCAD
- Computer Hardware
- Customer Service
- 75+ WPM typing speed
- SharePoint
- Office 365
- Linux/Unix
- Patient troubleshooter
- Takes direction well

EXPERIENCE

June 2017 – June 2017 | ITS Summer Help, *Clover Park School District*

- Used flash drives and other media to image laptops and workstations from Windows 7 to 10.
- Assisted teachers and other employees in cleaning and setting up laptops and workstations for the upcoming school year.
- Making sure all software for each teacher was installed on the correct workstations.
- Replacing of VoIP phones.

June 2017 – August 2017 | Desktop Support Intern, *DSHS*

- Delivered support both at the helpdesk and across campus.
- Supported users on PC hardware, Operating Systems, and Software installation and troubleshooting.
- Helped with layer 1 support calls and tickets through discussions with users.
- Be patient and respect employees.

June 2018 - June 2018 | It Technician, *Little Creek Casino*

- · Worked the night shift to support employees and guests of the casino.
- · Used active directory to reset user passwords.
- · Worked with casino specific software to help support machines and employees accounts.
- · Be patient and respect employees and guests.

November 2018 - October 2020 | Software Support Specialist, *Working Systems Cooperative*

- · Provided first and second-tier support for their in-house program LaborPower Express.
- · Used an in-house SQL program to generate custom reports.
- · Handle phone calls, voicemails, and e-mails. Answer questions, document incidents, intake new work requests and identify problems.
- · Test LaborPower Express and provide clear communication back to the developers.
- · Assisted in the migration of Office 365 and Windows Server.
- · Test and help implement new software for the company as part of the Infrastructure team.
- · Troubleshoot and assist with fixing office workstations.

EDUCATION

January 2016 – June 2018 | A.A.S Information Technology Desktop Support

South Puget Sound Community College | Olympia, WA