Faith Kennedy

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PROFESSIONAL QUALIFICATIONS:

Learning.com - Portland, OR
Associate Product Owner | June 2020 - July 2020 *Internal promotion, laid off due to COVID*
- Prioritize development team's backlog
- Collect customer feedback on the gamification of the product
- Collect, generate, and define stories and tasks for development team
- Organize team work and identify customer value
- Triage reported customer bugs
- Present/demo dev team's sprint work to company

Learning.com - Portland, OR
Jr. System Admin/Helpdesk Technician | February 2016 - June 2020
- Daily use of Jira, ServiceDesk, Confluence
- Run SCRUM for the DevOps team
- Create and manage employee user accounts, and security groups in Active Directory
- Create and manage email list, shared mailboxes/calendars, and security setting in Office 365
- Imaging laptops for new or existing users
- Adding and maintaining access to network printers
- Adding and maintaining user accounts; Slack, Jira, Adobe, LogMeIn, NetSuite, Carbonite, Mitel, etc.
- Maintaining the Mitel phone system, managing users and IVR Routing
- Work with Product Owners and Sys Admins to maintain release templates, release calendar, and identify and remove blockers in the release process

Association of Washington Cities - Olympia, WA
IT Support | March 2014 - October 2015
- Daily use of Alloy and Service Manager Console; assigning tickets to the appropriate people, escalating to higher tier support, updating tickets, and responding to issues in a timely manner
- Entering new hardware, computers and assets into Alloy and maintaining an up to date inventory
- Installing software unique to the company's and user's needs; Windows 7, 8.1 and 10, Microsoft Dynamics, Alloy, Aptify, Office 2013/2015, Skype for Business, Adobe suite products, Outlook add ins, Barracuda Anti-Virus, Digital Persona fingerprint readers, etc.
- Checking out temporary cell phones and laptops to users
- Resetting network passwords in Active Directory
- Installing and troubleshooting display drivers for multiple display workstations
- Organizing and maintaining organization of IT storage room and non-inventoried parts
- Adding network printers, troubleshooting, maintaining, and replacing toner on company copiers and printers
- Setting up VPN access for users
- Finding and documenting solutions to tickets and ongoing issues within the company

Continuant Inc. - Fife, WA
System Technician/IT Help Desk | July 2011 - March 2014
- Installing, configuring, maintaining, troubleshooting and resolving functional issues on desktop computer systems, laptops, printers
- Provide general help desk support and troubleshooting for over 400 users nationwide
- Daily use of Manage Engine ticketing system to create, track and close work tickets
- Set up and manage company issued iPhone 5s; approximately 240 lines
- Process and explain company wireless agreements and policies to end users
- Keep a current inventory of deployed hardware, including iPhones, desktops and laptops
- Create and manage employee user accounts, security groups, and email distribution lists in Active Directory
- Proficient Windows XP, 7, and 8.1
- Image desktops and laptops using WDS
- Perform routine maintenance and hardware upgrades on desktops and laptops for employees
- Build, maintain and disable mailboxes using Exchange Management Console
- Enable Unified Messaging for Exchange 2010
- Set up Microsoft Lync for new employees
- SAS setup for customer site monitoring
- Add and maintain copiers and printers on company network
- Skilled in Microsoft Office suites 2007, 2010 and 2013
- Familiar with HTML and CSS concepts
- Created documentation and or instructions to assist end users
- Remote troubleshooting of computer issues using remote access software and Microsoft Lync

CH2O Inc. - Olympia, WA
Office Assistant | August 2010 - October 2010
- Provided backup support at the reception desk

- Filed customer information including; invoices and POs
- Sorted and distributed company mail and use of postage machine
- Answered a multi-line phone

Certifications
- Certified Scrum Product Owner (CSPO)
- Certified ScrumMaster (CSM)