

SUMMARY

- Full lifecycle workstation imaging, deployment, offboarding and inventory control
- Remote and walk-up helpdesk ticket resolution for Mac, Windows, and MDM
- Wrote Teams user guides and trained during move from Skype to Teams
- O365 and Bluebeam administrator
- White glove customer service mindset
- AV troubleshooting and installation
- Coordinated office move for 40 desks including rack teardown and rebuild

RELEVANT EXPERIENCE

Junior Desktop Support (contract): Harris & Associates

MAR-AUG 2021

Tools: Dell Support Portal, Solarwinds, Office 365, Mobileiron, Dropbox

- Procured, imaged, and managed laptop inventory for regional hires and offboards
- Point of contact for Dell repairs and logistics
- Resolved or escalated Tier 1 help desk tickets for Windows 10, iOS, and Android
- Office365, Dropbox, Bluebeam, and Adobe license administrator
- Developed user documentation during move from Skype to MS Teams

Help Desk Clerical Administrator: US Census Bureau

JUL - NOV 2020

Tools: WIN 10 Oracle/Peoplesoft payroll system, Excel, Android

- Owned tier 1 help desk tickets for +500 external users to improve IT service delivery
- Troubleshoot multi-departmental technical issues
- Logged and tracked challenges for constant service improvement
- Mobile device management and inventory control

IT Support Administrator / Office Manager: Spire Global Inc.

2016 - 2020

Spire Global, Inc. is a space-to-cloud data and analytics company tracking maritime, aviation, and weather prediction with its own constellation of 100 nanosatellites. NYSE: SPIR

Tools: Apple, Google Suite, Dell, Slack Admin, MS 365 Admin, Masergy, Webex, Meraki, Zendesk, Asana

- Optimized IT by owning level 1-3 global IT tickets to increase critical support by 30%
- Championed inventory and vendor management to reduce hardware budget by 15%
- Coordinated office move for minimal disruption
- Supported global logistics procurement
- Wrote and updated user guides for non-technical stakeholders

Spire Global INC: Temporary Front Desk

DEC 2015 - MAR 2016

- Facilitated all aspects of startup IT during growth from 30 to 78 employees
- Initiated remote Office Manager meetings to identify and resolve efficiency issues
- Coordinated all office hardware ordering, installation, and troubleshooting
- Streamlined onboarding from 2 days to 3 hours by problem solving with remote teams

PRIOR EXPERIENCE

Artech Information Systems: Recruiting Coordinator 2014 - 2015
Delivered service improvement to 4 recruiters and over 20 hiring managers in multiple time zones

Schlesinger Associates: Focus Group Recruiter 2011 - 2014
Recruited for tech, medical, and consumer product focus groups

TECHNICAL SKILLS

Systems: Mobile device management for iOS and Android

Tools: Google Suite, Dropbox, Mobileiron, Slack, Solarwinds, Zendesk, Azure, Asana, Meraki

Hardware: Masergy, printers, network devices

Operations: Coordinating processes with diverse teams, ticket logging and troubleshooting, daily customer service

EDUCATION

San Francisco State University: BA

Certifications:

+A, CCNA: pending Jan 2022

IT path: cybersecurity

Other:

Python scripting: self-training in progress