



Phone: (206) 488-4715  
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Diligent IT professional with 3 years of experience in IT Configuration, troubleshooting and support

## PROFESSIONAL EXPERIENCE

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**Seattle Marketing**  
IT Specialist | October 2020 - Present

- Configured hardware, devices and software to set up work stations for employees.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.

**University of Washington - Intern**  
IT Specialist | June 2019 - June 2020

- Helped streamline repair processes and update procedures for support action consistency.
- Maintained servers and systems to keep networks fully operational during peak periods.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Performed server backups and changed backup tapes daily.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.

## EDUCATION

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**University of Washington**  
BS in Information Technology  
Graduated June 2020

## SKILLS & PROFICIENCIES

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- Troubleshooting and Diagnostics
- Customer Service Skills
- Detail Oriented
- System Configuration
- Technical Support
- Hardware and Software Installation
- Hardware and Software Configuration
- Documentation Skills
- Windows Server
- Telecommunications
- Softwares: MySQL, Zendesk, TeamView, Cherwell, Slack, Microsoft, Github, Active Directory