

J. ALEXIS BURCHETT

IT SUPPORT SPECIALIST

CONTACT

 (971) 666-1876

 jaburchett@gmail.com

 Portland, OR 97209

EDUCATION

BASTROP HIGH SCHOOL

2000-2003

HS Diploma, 3.8 GPA

UNIVERSITY OF LOUISIANA AT MONROE

2004-2007

Business Administration &
Computer Science, 3.1 GPA

PROFESSIONAL DEVELOPMENT

HRCI

2011-2017

PHR Licensed

*Human Resources
Certification Institute*

CompTIA A+

In Progress, Scheduled
CompTIA

PROFESSIONAL SUMMARY

- Dependable and goal-oriented with 10+ years of experience maintaining IT systems and providing comprehensive customer support
- Developed dozens of creative business solutions, utilizing diverse skill background to deliver advanced technological solutions
- Trained & proficient: PC & Mac, Active Directory, Google Workplace, Microsoft Office/365, Azure, Windows Servers, Apple Business Manager, Cisco Meraki, WordPress, QuickBooks

WORK EXPERIENCE

PROGRAM COORDINATOR

2017 – Present

Lewis & Clark Law School, Environmental Law

Currently serve as IT tech for faculty & staff along with bookkeeping, event coordination, marketing, student liaison, and student records. Began as Tech Specialist/Bookkeeper then promoted to Program Coordinator in 2019.

- Responsible for upgrading 100+ computers and devices, training of OS & software changes, and implementation of new security features for department.
- Developed remote work protocols and knowledge bank for department during Covid-19 while servicing software and hardware issues remotely and physically.
- While Tech Support Specialist I oversaw the day-to-day tech needs of the faculty, staff, and students while also maintaining financial records for the department.

BOOKKEEPER, HR, & IT SPECIALIST

2011 – 2017

Self Employed

As a freelance Bookkeeping, HR, & IT Specialist, I provided small businesses with tools and platforms that larger businesses use with establishment, implementation, and maintenance of all software.

- On call IT services; PC/Mac troubleshooting and maintenance including network, peripheral, and physical repair.
- Negotiated contracts with vendors for optimal pricing and payment plans. Provided tech support for Adobe Suite, Google Workspace, QuickBooks, Salesforce, Zoom, and Dropbox.
- Set up accounting books and budgets, created operations & policy manuals, and developed marketing plans.
- Handled payroll, onboarding/offboarding, and common HR logistics for clients with employees.

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TECHNICAL SKILLS

Hardware

Assembly, Maintenance, Peripherals,
Printers, Drivers, Mobile Devices

Software

Installation, Maintenance, Training,
Data Synchronization, Backup
Management, Disaster Recovery

OS/Servers

Windows XP-11, MacOS 10.4-10.12,
Windows Server 2012 & 2016, Azure,
iOS, Android

Networking

VPN/Remote Connectivity, TCP/IP,
VoIP, HTTP/S, FTP/S

Security

Firewall, Virus Protection, Data
Management Protection

Marketing

SEO, CMS, Email Campaigns, Google
Analytics, Graphic Editing

SOFT SKILLS

Communication

Patience & Empathy

Time Management

Analytical Skills

WORK EXPERIENCE CONTINUED

STORE MANAGER

2008 – 2011

Flower Child

Helped grow children's consignment store to children's themed event business for low-income families with parish-wide donation centers.

- Worked directly with owner to develop new business strategy, create new marketing plans, and organize event structure.
- Upgraded technology store-wide and built Microsoft Access database for inventory tracking.
- Designed and implemented new work procedures, along with optimizing existing ones.
- Built relationships with businesses and mass donors to keep stream of merchandise flowing into store.
- Trained incoming and current associates on technical procedures including inventory assessment, company database, and event operations.

ASSISTANT STORE MANAGER

2003 – 2008

Blockbuster Video

I was responsible for achieving sales goals, creating and maintaining a business plan, and setting store day-to-day goals. Hired as an Associate and promoted to Assistant Manager in 2005.

- Completed a series of training sessions to advance from Associate to Assistant Manager.
- Addressed and corrected sales staff communication issues in a tactful and effective manner.
- Contributed to merchandising ideas at team sale meetings.
- Analyzed marketing information and translated it into strategic plans.
- Directed and supervised employees engaged in sales, inventory-taking, and reconciling cash receipts.
- Resolved customer inquiries and complaints.

REFERENCES

Available Upon Request