

Madeline Burke

7011 Carriage Dr.
Citrus Heights, CA 95621
(734) 497-0311
jatlasb@gmail.com

EXPERIENCE

Group One Consulting, Sacramento *Support Specialist II*

April 2019 - Present

IT support call-center/helpdesk position supporting a variety of small-and medium-sized businesses. Duties included troubleshooting of IT hardware, software, security issues, management of telephone system, technical writing and documentation creation,

Stanford Youth Solutions, Sacramento *IT Specialist*

March 2018 - November 2018

IT support/helpdesk position supporting Youth-oriented Non-profit. Responsible for ensuring IT systems are in working order, and addressing any technical challenges with ingenuity and courtesy. Duties also included using SQL to manage HIPAA-protected Electronic Health Records database.

Maximus, Folsom *Data Specialist*

May 2017 - March 2018

Data entry position in medical field. Responsible for accurate transfer of patient data into system and determining application outcomes.

GroundBreaker, Inc., Sacramento *Account Manager*

June 2015 - January 2017

Responsible for delivery of completed website product to client and training client on program use through A/V productions, in-person and phone tutorials, and written instructions.

SKILLS

Experienced troubleshooting
Computer hardware, software, and
security issues

Production of training materials
including tutorial videos and
written SOPs.

Experienced translating technical
ideas for non-technical audiences

Familiar with programing and
web-design (SQL, python, HTML,
CSS)

Experienced with Microsoft Office,
Google Apps

Experienced with Call-center
operations and ticketing systems
such as Connectwise

Experience managing telephone
infrastructure

Experienced with remote
management tools such as
Solarwinds N-Central

Disc Imaging

Quickbooks support

Certifications

CompTIA A+

Education

University of Michigan
B.S. Cell and Molecular
Biology
Degree Received August 2009

