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11850 Riverside Dr #314 Valley Village CA 91607

PROFESSIONAL EXPERIENCE

Premier Data Management

2013-2020

Pottstown, PA

Technician/Technical Support

- Management of servers, workstations, and scanning equipment
- Creating processes to improve speed while maintaining quality
- Training new employees and clients in software and hardware
- Keeping employee workstation and server OCR software functioning
- Troubleshooting employee and client IT Help Desk issues
- Management of employee key cards and security permissions
- Authored internal training manuals and SOP's
- Maintained Help Desk scripts and held brainstorming sessions to improve Helpdesk quality

Waresoft Solutions, Inc.

2012

King of Prussia, PA

UAT Tester/Technical Writer

- Organized specific UAT test cases
- Carefully reported all defects
- Created content for client's global intranet
- Formatted webpage layouts using HTML and Microsoft SharePoint
- Organized and contributed to daily meetings, email communication and teleconferencing
- Compiled and distributed meeting notes to team members.

Education

AAS in Computer Technology

Reading Area Community College (Reading, PA) 2017-2019