Katie Hall

IT Professional

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4701 NE 23rd Street

Renton, WA 98059

Experience

Connexion Point, Sandy, Utah
MDM Project Lead & IT Support Tech, September 2018 - August 2019
- Wrote documentation on GSuite admin tools for the company wiki
- Deployed and managed Android devices via the GSuite admin console
- Created and resolved a high volume of trouble tickets nationwide on an everyday basis
- Utilized VNC and SSH to remote into agent machines
- Dispatched floor techs nationwide

AutoZone, Draper, Utah
Sales Manager, July 2018 - September 2018
- Opened & closed store
- Inventory management
- Assigned associates to workstations
- Processed returns

Walmart Automotive, Emporia, Kansas
Technician's Assistant, May 2017 – June 2018
- Managed line of incoming vehicles
- Wrote instructions to technicians based on communication with clients
- Performed vehicle battery tests

Education

Barton Community College, Fort Leavenworth, KS
June 2016 – December 2016

Naples American Middle-High School, Naples, Campania
August 2014 – June 2016

Qualifications

CompTIA A+ Certified
EU & US citizenship