

# Athena Hartley

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## EXPERIENCE

### **Siskiyou Community Health Center — IT Support Specialist**

JANUARY 2021 - PRESENT

Provide end user support  
Built systems to facilitate remote Crisis Support  
Manage ShoreTel Voice systems and ECC  
Maintain and install Windows and Apple devices  
Established documentation procedures/Knowledge Base

### **Evergreen Federal Bank — IT Support Specialist**

SEPTEMBER 2019 - JANUARY 2021

Found and implemented site wide endpoint solution  
Installed and serviced workstations, printers, and cell phones  
Maintained inventory of workstations and peripherals  
Provided end-user support to nearly 100 diverse users  
Organized and set up technology for meetings  
Administrated Cisco Call Manager and Unity Voice Phone System

### **Tekmanagement — Systems Support & Customer Liaison**

JANUARY 2018 - SEPTEMBER 2019

Resolved networking, software, and server issues remotely  
Filled in for Field Techs to perform onsite maintenance  
Resolved hardware issues in the shop  
Served as internal IT for 3CX PBX phone system  
Spearheaded administration of gSuite and MaaS360  
Oriented new clients in company procedures  
Provided networking, software, and OS support for Macintosh

## EDUCATION

### **Rogue Community College, Medford**

**AAS Computer Science and AAOT Business Administration – 2017**

Focus on network administration and architecture, systems administration, hardware level repairs, and end-user support. Business Administration focus on accounting, business communication, human resources management, and business law.

## SKILLS and PROFICIENCIES

- Active Directory Administration
- Exchange administration
- Group Policy Administration
- Triage
- Delegation
- gSuite Administration
- Cisco Call Manager and Unity Voice Administration
- Printer Support
- Office 365 Administration
- Deductive Reasoning
- PBX Phone Systems
- Video Conferencing
- Trend Micro, ESET, Kaspersky, and Carbon Black
- Rocket Chat, Teams, and Cisco Jabber

CompTia A+ certified

Ask me about my extensive volunteer experience!