

**Stephanie Catherine Hill**  
**Las Vegas, NV, 89134**  
**(213) 332-7284**  
[stephaniecatherine38@gmail.com](mailto:stephaniecatherine38@gmail.com)

## **WORK EXPERIENCE**

### **LINK TECHNOLOGIES, Las Vegas, NV**

PC Technician - Oct 2020 - Nov 2020 (Clark County Election Contract)

- Troubleshoot and configure devices like PCs and tablets
- Complete the domain suffix re-alignment for all previously deployed users
- Work with migration team to verify domain suffix changed and troubleshoot any issues that arise
- Test the functionality of all apps that the user's access (ie Office products, SSO Applications, VPN etc.)
- Set up registration kiosks and be the point of contact for sites' IT questions and issues.
- Communicate effectively with team leads and the Command Center

### **SITE SMART MARKETING, Las Vegas, NV**

Freelancer - Aug 2020 - Current

- Social Media Management for several clients
- Website management
- Content/article creation
- Photo editing

### **ARISTOCRAT TECHNOLOGIES INC, Las Vegas, NV**

Technical Support - May 2020 - Jul 2020 (Contract)

- Provide Tier I technical support.
- Troubleshooting network connectivity issues.
- Utilizing various brands of networking hardware.
- Assist staff with installation, configuration, and ongoing usability of desktop computers and software within established standards and guidelines.
- Configure and troubleshoot Mac desktops and laptops and their supported applications.
- Provide excellent support to management levels and users.
- Work with Help Desk and Network Operations' staff as appropriate to resolve user issues and concerns.

WESLEY FINANCIAL GROUP, LLC, Las Vegas, NV

Qualification Specialist - Sep 2019 - Nov 2019

- Provide potential clients with information and have exceptional knowledge in company history statistics.
- Make sure potential clients understand who we are and what we do.
- Qualify potential clients and set appointments for follow ups - rescheduling when necessary. -Set appointments for Vice Presidents - reschedule when necessary.
- Use and have proficient knowledge in Salesforce and G-Suite.
- Keep track of appointments and any scheduled events such as staff meetings and one-on-one performance reviews with managers and supervisors.

IT Support Level 1 - Nov 2019 - Apr 2020

- Be the first point of contact for the Las Vegas office for general IT issues
- Troubleshoot and resolve endpoint issues at the office
- Respond to requests for technical assistance via ticketing systems
- Diagnose and resolve technical software and hardware issues on Windows and Chrome OS.
- Redirect issues and requests to the correct resource
- Have strong attention to detail and resolve issues as soon as possible

CREATIVE DIGITAL GROUP, Las Vegas, NV

Junior Web-designer / Executive Assistant - Aug 2017 - Aug 2019

- Modify WordPress templates to reflect the tone and style of the client/brand.
- Work with the Senior Web Designer to create stunning website templates and mock-ups for a host of clients, ensuring each design meets the brief.
- Occasionally use Web Functional Testing to ensure that web applications run correctly. -Produce designs and graphics for HTML email newsletters, mini-sites and social media marketing.
- Maintained and improved Photoshop, HTML, and CSS skills.
- Created presentations for potential clients using PowerPoint and other presentation software.
- Followed up with clients as well as sorted through occasional paperwork and other admin duties whenever free of projects.

EQUIFAX, Las Vegas, NV

#### Customer / Technical Support Representative - Feb 2019 - Aug 2019

- Resolve product or service problems by clarifying the customer's complaint
- Resolved complaints and took care of disputes
- Occasional sales and product saves
- Dealt with sensitive cx information: social security numbers, personal information, ID numbers, and more
- Worked in a fast paced, closely supervised environment
- Resolve SR tickets as well as worked with the IT department whenever a major program update took place
- Troubleshoot, researched, diagnosed, documented and resolved technical issues in MS Office, Outlook email setup and general Windows OS configuration.

#### WILLIAMS SONOMA, Las Vegas, NV

#### Customer and Technical Support Representative, Aug 2018 – Mar 2019

- Resolved customer complaints and concerns with strong verbal and negotiation skills. -Displayed courtesy and strong interpersonal skills with all customer interactions.
- Performed light Network Administration for the newly installed machines for the users: Login issues, Password reset, email login.
- Troubleshoot, researched, diagnosed, documented and resolved technical issues in MS Office, Outlook email setup and general Windows OS configuration.
- Respond to requests for technical assistance via ticketing system

#### BEST HIRE CAREER FAIRS, Las Vegas, NV

#### Executive Assistant/Public Relations Manager, Aug 2017 – Aug 2018

- Providing administrative and clerical support (mailing, scanning, faxing, copying, filing).
- Maintaining electronic and/or hard copy filing system.
- AP/AR accounting (entry level)
- Answering phone calls and taking messages.
- Scheduling and coordinating meetings, appointments, and general scheduling for the company CEO.
- Strictly adhering to office policies and procedures, especially regarding confidentiality.

### **EDUCATION**

#### College of Southern Nevada - Las Vegas, NV

- Associate Degree - Cyber Security
- GPA: 3.75
- Extracurricular Activity: Campus tutoring - Math 96 and Russian Language Facilitator

*Nevada State High School - 89144, NV*

- High School Diploma (Jun 2017)
- GPA: 3.85
- Awards And Honor: High Honors Graduate, Leadership Role on Campus -Extracurricular Activity: Athletics, Yearbook Photography/Design

**ADDITIONAL SKILLS**

- Strong written and verbal communication skills
- Strong interpersonal skills
- Active listening
- Detail oriented and organized
- Analytical and problem solving skills
- Strong interpersonal skills
- Trainable and adaptable
- Time management and multitasking skills
- Bilingual - English and Russian
- Computer and phone app literate
- Proficient knowledge in Windows, Mac and Chrome OS
- Strong knowledge of Microsoft Suite (Office 365 - PowerPoint, Outlook, Excel, etc)
- Strong knowledge of G-Suite
- Efficient with Salesforce(2 years), Hubspot and Mailchimp(1 year) and other CRMs
- A sufficient understanding of SEO marketing
- A sufficient understanding of Google Analytics
- Some experience in Adobe
- Sufficient understanding of Quickbooks

**REFERENCES**

- References available upon request