

# Sydney Walton

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## **Education**

*Spelman College*, Atlanta Georgia

Bachelors of Arts in English

Graduated: May 2020

**Relevant Courses:** Principles of Management, Principles of Computing

## **Work Experience**

**AEG Worldwide Digital Services Intern - AEG**

June 2019-August 2019

- Performed daily Service Desk tasks such as using Active Directory to verify employee information, reset passwords and correct/update any missing information. Answered calls that came through the service desk of employees of AEG stationed all over the country and world. Responded to service desk emails requesting password resets, software installation, company issued telephone configuration, and assigned tickets to other members of the service desk team and IT department.
- Executed Tier 1 troubleshooting implemented by AEG and maintained employee satisfaction by completing their requests and answering their questions in a timely manner.
- Configured and set up new Windows and Apple Computers for new hires and for employees whose equipment was out of date
- Able to execute tasks during high call volumes and complete employee requests
- Connected employees to remote file servers for their roles in the company
- Used administrator credentials to install and repair software for employees
- Managed assets in the IT Configuration Management Database
- Used the opportunity to meet with the VP of Information Technology of AEG Presents and the Director of Information Technology at Staples Center to better understand how to strategically address employee issues and implement solutions to retain employee satisfaction
- Followed company protocol for senior members and high priority clients
- Used Active Directory, Team Viewer, Service Now, and Powershell (when needed) daily

**Student Support Technician - Spelman Technology Services**

August 2018- March 2020

- Executed audio and visual set-up for large and small events for Spelman College
- First responder when issues arise with classroom technology, troubleshoots to restore the functionality of the equipment (A/V equipment, Crestron, Extron, Projectors, Desktops)
- Works with Senior Engagement Technicians in the Audio and Visual department for specific equipment repairs
- Works with both students and faculty members to resolve technological issues with account access and internet connectivity as well as other problems

**Web Developer - Spelman College: Biochemistry & Chemistry**

June 2018-December 2019

- Consulted with department chair to design and construct website
- Updated website as needed, sends data analytics reports to website owner
- Used HTML, XHTML, and CSS knowledge to write custom code for certain aspects of the website

**Technical Skills** Active Directory, Microsoft Office, Adobe Products, Apple, Windows, IOS, Windows 8, Windows 10, PC, Teamviewer, Service Now, Cisco, Crestron, Extron.