

# Holly Judge

## IT Support

A highly equipped office manager with experience in performing a variety of administrative and staff support duties for leadership and department teams. Currently, a student for North Seattle Networking and Server Administration degree looking for an entry-level IT position that combines administrative experience with new technical skills.

✉ Hollyj91@gmail.com

📞 509-294-4990

📍 Seattle

## EDUCATION

### Network and Server Administration North Seattle College

01/2019 - Present

Coursework Includes Preparation for:

- CompTIA A+
- CompTIA Security +
- Microsoft SQL
- Java
- CompTIA Network +
- Linux
- Cisco CCNA

Seattle, WA

## RELEVANT WORK EXPERIENCE

### IT Hardware Specialist (Contract) TrueBlue

06/2021 - Present

Tacoma, WA

Achievements/Tasks

- Specialized in imaging and deployment of HP Elite workstations and Chromebooks
- Created and configured Cisco Jabber/VOIP user accounts per ticket requests
- Worked with management to calibrate Knowledge Base and implement department-wide SOPs
- Maintain service level goal of 98% within ticketing system, Service Now, tracking requests and documenting resolutions

### IT Support-On Site

Dawson Design Associates, Inc. - Seattle, WA

02/2020 - 05/2021

Seattle, WA

Achievements/Tasks

- Implementation of company-wide Microsoft Teams VOIP integration
- Primary Tier 1 support for end-users, resolving issues through phone, chat, and remote access; Escalating to MSP/Tiere 2 as needed
- Created and maintained a physical inventory of PC's, software, and computer peripherals
- Created new SOP for On/Off-boarding, streamlining process
- Collaborated with MSP on establishing server migration to Azure AD services & security upgrades, network maintenance, printer/computer troubleshooting

## TECHNICAL SKILLS

### Networking

Lan/Wan, DHCP, TCP, Cisco Routers and Switches, Active Directory Domain, VOIP, DNS

### Hardware support

Android & OS mobile support, Windows 10, printers, softphone

### Languages

HTML 5, CSS, Java, Javascript, SQL, Visual Basic

## PERSONAL PROJECTS

Professional Website for Grimm Histories  
(01/2020 - 04/2020)

- Creation of professional online portfolio for teacher and public speaker, Sean Prather. He and his son operate Grimm Histories where they host lectures/events for the public.

## CERTIFICATES

WEB APPLICATION TECHNOLOGIES  
CERTIFICATE (01/2020 - 06/2020)

Network Administration Microsoft Windows  
Completion Certificate (01/2020 - 08/2021)

Currently working on as part of course work

Network and Server Administration Specialist  
Certificate (01/2020 - Present)

Currently working on as part of course work

Cisco Certified Network Associate Certificate  
(01/2020 - Present)

Currently working on as part of course work

Linux Network and Security Certificate  
(01/2020 - Present)

Currently working on as part of course work

## ADDITIONAL WORK HISTORY

### Front Desk Receptionist Shoreline Goldfishswim School

09/2019 - Present

Shoreline, WA

## RELEVANT WORK EXPERIENCE

### Office Administrator

Dawson Design Associates

02/2020 - 05/2021

#### Achievements/Tasks

- Renegotiated contracts & costs for office that mitigated operating costs by an average of 60%
- Created a standardized recruitment process for international and US-based offices & implemented an Application Tracking System reducing the hiring process from 12 weeks to 4 weeks
- Coordinated all logistics for office relocation: overseeing new construction, vendor relations, managing budget constraints
- Managed office expense reports & office budgets for Seattle and Port Orchard location
- Created and maintained filing system for cloud drive

### Office Administrator/ IT Support

Spectrum Quartz

10/2018 - 01/2020

#### Achievements/Tasks

- IT Support for West Coast operations, including hardware and software updates, remote access, software and procedure training
- Develop reports to detail aging and past due accounts as well as analyze for discrepancies and resolve variances
- Reconciled \$18,000 of unaccounted invoices bringing the site back to compliance within 2 months of being hired
- Created and maintained filing system for customer accounts, implemented system across multiple sites

### Administrative Assistant to VP of Sales (Contract)

Trueblue

03/2018 - 08/2018

#### Achievements/Tasks

- Directed logistics for Sales Operations meetings including travel arrangements, reservations, ordering training material
- Compiled weekly and monthly reports for the Sales Operations Team regarding Sales revenue, Branch KPIs, and Login records
- CRM/Salesforce administrator, monitoring and improving on site usage
- Advisor and beta testor for new mobile people sourcing apps

### Real Time Analyst

Faneuil

10/2014 - 08/2016

#### Achievements/Tasks

- Oversaw real-time management processes and took proactive measures to meet call volume demands by managing skill sets, optimization of work patterns, offline time, and breaks/lunches in Webstation IEX
- Past achievements include implementing policy changes that increased site wide adherence by 13% and dropping the average call handle time to 15 mins.
- Served as interim Floor Support/Team Lead, answering questions for other agents, evaluating for coaching opportunities, and addressing escalations
- Monitored daily service levels, productivity and real time adherence through intraday reports, and made adjustments as needed

## ADDITIONAL WORK HISTORY

### Receptionist/Schedule Coordinator (Part Time)

Foss Home and Village

05/2019 - 05/2020

Seattle, Wa

### Customer Service Representative

Sagemax Bioceramics

04/2017 - 03/2018

Federal Way, Seattle

### Customer Service Representative

Blue Nile Diamond Company

08/2016 - 03/2017

Seattle, WA