

512.552.3946 | R. Meiling Guentzel | meiling_g@fastmail.fm

EXPERIENCE

- Researched backup solutions. Negotiated details with management. Implemented changes.
- Administered AIX and Solaris UNIX, Red Hat Linux, and Microsoft Windows operating systems and software applications.
- Patched and troubleshot.
- Programmed with COBOL, JCL, HTML, and SQL.
- Logged issues and resolutions in a ticketing system named ServiceNow.
- Trained. Facilitated meetings. Provided in-person and remote support.
- Installed and maintained software and hardware.
- Managed multiple projects at one time. Created and executed software testing plans with iPhones, iPads, and desktop versions of software.
- Managed databases. Imported, exported, and ensured accuracy of data.
- Wrote user guides and knowledge-base articles.
- Created flowcharts with Visio.
- Edited with Adobe Dreamweaver and content management (CMS) applications, including SharePoint, Stellent, ExpressionEngine, Radio UserLand, and Gato.

Texas State University,

Texas Health Services,

Austin Community College,

Texas Comptroller,

Texas Workforce Commission,

Systems Programmer, August 2018-May 2019

Business Analyst, February 2018-August 2018

Business Systems Analyst, August 2017-January 2018

UNIX/Linux Administrator, August 2015-August 2017

Systems Analyst, November 2013-July 2015

Programmer, January 2012-October 2013

Texas Department of Transportation, **Systems Analyst**, September 2011-December 2011

EDUCATION

QuickBooks Online ProAdvisor Certification

ITIL Foundation Level Certificate, Number: GR750171694MG, Issued By: Axelos

St. Edward's University, Master of Science in Computer Information Systems

The University of Texas at Austin, Bachelor of Journalism

ADDITIONAL INFORMATION

Volunteer, Asian-American Cultural Center, September 2013-May 2017

Translated between Mandarin Chinese and English and substitute taught for a citizenship class.

Volunteer, Lucky Chaos Theater Group, April 2014-October 2015

Wrote a successful City of Austin grant proposal. Designed fliers for a quarterly workshop.