**Safiyyah Smythe**

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Studio City, California 91604

**OBJECTIVE:**

To obtain a mid-level Computer Network/System Application Support position in the Information Technology sector within a dynamic yet rewarding environment that will allow me to build upon my knowledge through hands-on opportunities.

**JOB HISTORY:**

**Implementation Application Specialist, Vista Entertainment October 2019 – Present**

**Beverly Hills, California**

* Utilizing a working knowledge of SQL databases and basic network configuration
* Maintaining an extensive understanding of the cinema industry's business operation in order to effectively deliver, support and train Vista software modules to clients
* Travel about 40% to cinemas to participate in on-site grand openings.
* IIS troubleshooting, SSL exporting, etc.
* Installing and configuring the Vista system at existing or new customer sites & corporate offices
* Staff training at customer sites both in cinema & in corporate office locations
* Manage my own time and tasks with little oversight, and great attention to detail
* Attending onsite go lives and providing post go live support including a formal handover to the Vista Support team on customer set up post go live
* Assigned to individual projects for configuration and deployment of additional Vista modules
* Document technical issues, defects, and problems with customer deployments or assigned projects
* Maintaining an active role with the various teams within the Operations group and providing advice and assistance to all Vista departments

**Help Desk Analyst, Vallarta Supermarkets November 2018 – November 2019**

**Sylmar, California**

* Gained and utilized a working knowledge of Aloha POS software for grocery store implementations and upgrades
* Participated in tear downs and rebuilds of grocery store hardware such as front-end registers, Taqueria workstations, receipt printers, check readers, MoneyGram PC setups
* Created training manual for all Help Desk new hires to learn from. Nicknamed “Vallarta Bible”
* Provided level 1 & 2 support for all store hardware/applications issues
* Provided level 1 & 2 support for all corporate and warehouse desktop hardware/software issues with off the shelf software such as Microsoft suites, AS/400, Vocollect and OnBase systems
* Logged all Help Desk interactions into ServiceNow Express ticketing system
* Providing assistance with troubleshooting grocery inventory ordering systems and inventory monitoring systems for the warehouse locations
* Communicated with SuperValu when necessary to work with their internal IT to resolve warehouse inventory discrepancies or bulk order issues
* Responded to requests for technical assistance in person, via phone, electronically
* Support provided remotely via TeamViewer, Bomgar, InterStore, Avalanche, Lenovo Device Management, PingHD
* Performed daily checks and weekly updates for all digital signage across 4 districts (38 stores)

**Help Desk Analyst, Morrison Express Corporation March 2018 – October 2018 El Segundo, California**

* Created and managed AD accounts of active and disabled users
* Performed installation, configured, and ongoing upgrades of desktop, and laptop computers
* Configured Outlook/Zimbra email profiles for individual end users (IMAP, POP, or Zimbra Connector for Outlook Sync)
* Setup and administered company specific applications for daily operations (WiseCloud/CargoWise, Prolink, WMS)
* Performed network maintenance by joining rogue PCs to domain, data transfer for end user, configuration of Outlook/Zimbra profile
* Configured profiles, deployed physical devices, and provided support to Fortinet VoIP phone system
* Contributed to creation of IT related instructional documents
* Managed asset procurement, transfers and disposals documentation for entire US district.
* Provided support to trouble tickets on multiple platforms (Phone, Email, Skype, and In-Person)
* Participated in regional IT video conferences to learn new WMS applications and policies
* Delivered white glove IT service to Corporate, Executive, District Managers, and all mid – entry level personnel for 13 different US states including headquarters in LA

**EDUCATION:**

* **College of Southern Nevada, Las Vegas, Nevada August 2016 - May 2018**

Associates of Science Cybersecurity/Digital Forensics

**PROFESSIONAL SKILLS:**

* Working knowledge of systems (software and hardware) and able to understand their complexities
* Cisco device configurations and troubleshooting
* Ability to interact with customers and their internal IT
* Able to run SQL inquiries, investigations, troubleshoot system issues, and implement solutions
* Virtualization (VMWare and Microsoft Hyper-V experience)
* Great ability to work with very little supervision
* Collaborator

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Description generated with high confidence