450 Leon Court – Clayton, CA 94517

(360) [643-9110 ~ heather.reid2019@gmail.com](mailto:643-9110%20~%20heather.ladue@live.com)

**Professional Summary**

**Skills**

|  |  |
| --- | --- |
| * Excellent Customer Service Skills |  |
| * Excellent Communication Skills * Excellent Documentation Skills |  |
| * Strong Problem Solving Abilities * Strong Troubleshooting Skills |  |
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**Work History**

IT Helpdesk Operations Team Lead, 12/19 - current

Benaroya Research Institute of Virginia Mason - Seattle, WA

* Team Lead for a four person helpdesk servicing approximately 350+ end users in scientific research.
* Understanding of policy and procedures for assisting end users with friendly customer service.
* Develop and document processes and procedures for helpdesk operations.
* Implementation, administration and general use of electronic asset tracking system, end user knowledge base, and other systems including Jira, SCCM, AD, etc.
* A/V setup and troubleshooting in conference rooms for on-site and remote hybrid meetings
* Administration of and troubleshooting of multiple Video Conferencing solutions including Zoom, Skype, Microsoft Teams, And BlueJeans

Computer Support Technician, 10/2015 – 12/19

Jefferson Healthcare - Port Townsend, WA

* Acquired AAS Information Technology
* Understanding of policy and procedures for assisting end users with friendly customer service
* Expertly managed time in fast paced environment to complete all required duties efficiently.
* Use of Sysaid ticketing software, AD, Logmein remote access software, etc.
* Assisted in the acquisition and deployment of A/V equipment in new and existing conference rooms.
* Implementation, troubleshooting and set up of video conferencing solutions such as Lifesize, and Adobe Connect for meetings and interviews, and BlueJeans for telehealth consultations.

Nursing Assistant Certified, 09/2014 – 10/2016

Jefferson Healthcare - Port Townsend, WA

Life Care Center of Port Townsend, - Port Townsend, WA

* Acquired Nursing Assistant Certification
* Attended scheduled trainings to maintain certification
* Expertly managed time in fast paced environment to complete all required duties efficiently.

Site Manager, 09/2013 to 9/2014

Housing Kitsap – Bremerton, WA

* Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access
* Consistently met deadlines and requirements for all procedures including outside regulatory agencies.
* Managed creative projects from concept to completion while managing outside vendors.

Jury Manager/District Court Clerk, 08/2011 to 09/2013

Jefferson County District Court – Port Townsend, WA

* Effectively utilized Jury+ Next Gen, implemented upgrades and skillfully updated manuals and trained staff on the use of system.
* Managed multiple jury pools on schedule and completed other duties on strict deadlines.
* Manipulated multiple software programs with ease and effectiveness.

Site Manager, 10/2000 to 09/2011

Coast Real Estate Services – Everett, WA

* Consistently met deadlines and reporting requirements
* Managed capital improvement projects from concept to completion while maintaining daily operations and supervised projects and employees
* Communicated upper management policies, implemented and enforced policies and rules.
* Assisted in budget planning, implemented procedures to ensure budget compliance including tracking and reporting tools.

**Education** Associates Degree: Information Technology, GPA 3.78National American University – Rapid City, SD - Online