**Annette Dulla**

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**Information technology Specialist**

*Technically sophisticated Computer Management professional with solid and effective Installation, Configuration, and Upgrading skills.*

**Areas of Expertise**

* Superior knowledge and success in Network Management, Software Development and Database Administration.
* Excellent Trainer for non-technical workers on business information systems.
* Accomplished in developing, executing and analyzing qualification, integration, and acceptance of testing plans for diverse systems.
* A Leader with track record of guiding and directing multiple tasks effectively to ensure on target completion of all deliverables.
* Outstanding Customer Service, interpersonal and communication strengths leveraged to provide excellent troubleshooting and total client satisfaction.

**Technical Proficiencies**

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| *Platforms:* | Windows, Mac OS |
| *Tools:* | Microsoft Office Suite, Symantec Norton Antivirus, Avast, Active Directory, Exchange, Visual Basic, VMware, Citrix, Office 365, Remedy, CSG, Einstein, SAP, Cargowise, Trendmicro, Azure |
| *Hardware:* | Installation, Configuration, and Upgrading devices, Memory Drives, Diagnosing/Troubleshooting, Motherboards, Processors, Printers, Storage |

**Professional Experience**

Radiant Global Logistics, Bellevue, Washington

**IT Support Technician** (12/2018 – 6/2020)

* Knowledge in Microsoft Office 365 and Active Directory as well as Azure.
* Experience working in an Enterprise Environment.
* Developed specialize expertise in complex MS technologies.
* Expert deskside support technician with experience working remotely.
* Mentored front line support organizations supporting for complex technical issues.
* Used trace analysis, logs and other tools to analyze problems.
* Worked effectively in a highly regulated, detail-oriented environment.
* Technical resource or deployable hardware and software.
* Experience with Imaging tools.

Comcast, Lynnwood, Washington

**Customer Experience Representative II (Repair) Systems** (3/2014 – 12/2018)

Coordinate technical support for Comcast customer inquiries, by providing sound advice and accurately preparing electronic mail accounts for users. Produce letters, memos, spreadsheets, agendas from straight copy, rough drafts and oral instructions for general correspondence.

*Key Achievements:*

* Led development and implementation of efficient repair system solution and advised on various techniques.
* Executed strategies to resolve customer complaints / integration / testing issues onsite utilizing advanced technology.
* Provided detailed documentation to corporate office resulting in reduced resolution time.

XFINITY ARENA AT EVERETT, Everett, Washington

**Ticketing Representative** (4/2007 – 9/2017)

Utilize in-house sophisticated ticketing system to sell tickets for all arena events. Dispense general information regarding ticket prices, event times / dates, parking, and directions to conference center. Provide technical assistance and support for incoming guests questions.

*Key Achievements:*

* Played a key role in Computer System training for new staff members.
* Communicated product information clearly too all customers.
* Act as a total team player with all levels of staff and management.

STARBUCKS, Seattle, Washington

**Technical Support Analyst** (9/2013 – 2/2014)

Delivered technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Resolved help desk issues by documenting troubleshooting steps and resolutions as well as escalation paths, using service desk tools.

*Key Achievements:*

* Performed first-level core troubleshooting on hardware/software systems.
* Delivered optimum service that met or exceeded all customers’ expectations.
* Coordinated and interacted with other ITS teams and functions.

*EDMONDS COMMUNITY COLLEGE, Lynnwood, Washington*

**Computer Technician** (4**/**2010-6/2010)

Assisted users with resolving computer issues, Analyzed network problems and managed preventative maintenance procedures; efficiently installed hardware and software on standalone PC’s, and laptop computers for the college lab.

*Key Achievements:*

* Completed all class projects on-time receiving outstanding recognition.
* Installed and configured monitors, keyboards, and printers on highly technical equipment.
* Mentored and taught students on various academic concerns and questions.

**Education and Training**

Central Washington University, Lynnwood, Washington, 2020

**Bachelor of Applied Science in Information Technology & Administrative Management**

Edmonds Community College*,* Lynnwood, Washington, 2010

**Associate of Technical Arts Degree Information Technology,**

Concentration: Hardware, Software, and Networking

— Certifications —

Computer/Digital Forensics Certification, 2015

Desktop Support Certification, Server Administration Certification, 2010