**Jennifer Nichols**

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## OBJECTIVE

Highly trained and experienced IT support professional looking for a position in a company which needs and values quality customer service and system maintenance.

To utilize my unique combination of technical expertise, office administrative experience, and customer service excellence to contribute in the most effective manner by being an effective team player.

## HIGHLIGHTS OF QUALIFICATIONS

* **CompTIA A+ Certified as of July 2011**
* **CompTIA Health Care Technician Certified as of Sept 2012**
* Motivated, personable IT professional with multiple college degrees.
* Excellent written and oral communication skills; capable of explaining complex technology issues in easy-to-understand terms.
* Talent for quickly mastering new technology.
* Excels at providing all facets of computer support such as troubleshooting, installations, and maintenance.
* Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records.
* Flexible and versatile – able to maintain a sense of humor under pressure.
* Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments as well as in slower paced environments.
* Excellent team-building skills.
* Possess strong communication and interpersonal skills with excellent conflict resolution ability that is reflected in my daily work and seen through direct interaction with customers and co-workers.
* Excellent ability to understand customer needs and provide exceptional results.
* Track record of successfully dealing with difficult personalities to resolve dissatisfaction.

## COMPETENCIES

**Software Hardware**

Microsoft Office Suite 2000, 2003, 2007, 2010, 2016, O365 Routers

Windows 95/98, 2000, XP, Vista, 7, Windows 10 Desktops

Windows Server 2012, 2012 R2, 2016, 2019 Servers

AS400 Laptops

Active Directory Printers/Network Printers

Symantec & McAfee Antivirus Scanners

Adobe Acrobat – Reader, Standard & Pro Label Writers

Remote Desktop Control Network Drops

HP Printer installation and troubleshooting Media Converters

Internet Explorer 6, 7, 8, 9, 10, 11 Fiber Connections

Linux Wireless

Altriris Service Desk Credit Card Readers

ServiceNow Monitors

Dreamweaver Common Access Card Readers

Photoshop Internal PC Components

MS Viso Digital Senders

Computer Assoc Software Delivery Pulling & Running Cat5/5e/6

Symantec Ghost Suite

Frontrange Solutions DSM

Frontrange (Centennial) Discovery

Citrix

EMR & HER Systems

Okta MFA

**Development** **Other**

HTML Technical Writing

CSS Configuration Management

Excel VBA

## EMPLOYMENT HISTORY

**Connect America, Inc from March 2020 to Present**

* **Position: Senior Helpdesk Analyst**
* **Duties:** Provides superior Technical Support & customer service to internal customers
* Provides laptop and desktop support for Windows platforms
* Worked closely with end-users to improve their ability to utilize system capabilities, determine any issues and then develop the appropriate solutions.
* Work directly with networking and information systems staff to implement any required solutions to end-user issues. I was the only IT personnel located here in Woodland Park.
* Supported end-users with questions or issues revolving around all aspects of IT (hardware, software, telephony, server end, & networking.
* Helped role out Okta, an MFA for authenticating the VPN.
* Worked within Bitdefender and implemented it on end users’ computers and used it troubleshoot issues.
* Worked with the O354 to setup accounts, maintain email, distribution lists, and shared mailboxes.
* **Was Spotlight Employee of the last quarter of 2020. I had been there less than a year at that point.**

**DaVita Medical Group from April 2018 to Feb 2020**

* **Position: Desktop Support Technician**
* **Duties:** Provides superior customer service for both internal and external customers.
* Provides laptop and desktop support for Windows 7 and later platforms.
* Worked closely with end-users to improve their ability to utilize system capabilities, determine any issues and then develop the appropriate solutions.
* Work directly with networking and information systems staff to implement any required solutions to end-user issues.
* When needed coordinates with both internal resources and external vendors on application and hardware upgrades or installations, including Smart Phones.
* Resolves end-user questions or problems (includes all voice, data, desktop, smart phones and network issues) in areas of system configuration and setup, product functionality such as fixes or enhancements.
* Supports Healthcare related applications such as EMR & HER systems.
* Provide support and troubleshooting within Citrix
* Kept customers informed of how and when problems were resolved, provided support in any follow up, testing, and troubleshooting, while documenting help desk tickets/resolutions.
* Assists with cable installations by outside contractors
* Assists the Networking Department in maintaining LAN and WAN as needed.
* Performs Adds, Move, and Changes (maintenance and support) on PC equipment including laptops and Smart Phones.
* Configures HP Laser Printers, Xerox Multi-functioning machines, and Label Printers in installations and moved of departments and facilities.
* Uses, protects, and discloses DMG patients protected health information (PHI) only in accordance with Health Insurance Portability and Accountability Act (HIPAA) standards.
* **Recognized in the company newsletter two months in row for outstanding customer service.**

**MLM Leads, Inc from Jan 2017 to Jan 2018**

* **Position: Customer Relations Rep**
* **Duties:** Served as first contact for new customers as well as handling the new customer processing into the system.
* Initiated first contact with new customers after signing up on the company’s website
* Utilized email, Facebook, texting, and telephone when contacting customers.
* Provided support by explaining how to utilize the company’s system as well as answer any questions they may have.
* Responsible for moving customer information to the correct email list within Aweber.
* Provided owner with research information on how to utilize Facebook for Marketing.

**Frontrange, Inc (now Heat Software, Inc) from Dec 2012 to March 2015**

* **Position: Client Management Application Support Analyst**
* **Duties:** Served as primary support liaison between the company and outside customers with the use of two of the company’s products titled DSM “Desktop Server Management” and Discovery.
* Provided support by helping with complex questions on function and usage of these products via the telephone and/or Internet.
* Worked directly with the development team to resolve complex issues
* Resolved client’s questions or problems in areas of system configuration and setup, product functionality such as fixes or enhancements.
* Kept customers informed of how and when problems were resolved, provided support in any follow up, testing, and troubleshooting, while documenting help desk tickets/resolutions.
* Ensured closure of help desk tickets while meeting or exceeding defined service level expectations.
* Wrote knowledge based articles and helped provide input for white papers to answer common customer questions.
* Assisted other Client Management Application Support Analysts with difficult and complex issues.
* Worked with Windows Server environments and client Windows 8 Operating Systems.
* Made use of Webinar and Skype for remote access support.
* Provided sole after hours support seven days a week as well as dedicated support after hours for customers with large complex infrastructures, especially when they were upgrading our software products.

**Environment**: Windows Server 2012,; Microsoft Office 2010, Active Directory; Symantec & McAfee Anti-Virus, Adobe Acrobat Reader 8– 9, Standard 7 and Professional 6 & 9; Skype, Webinar.

**DoDEA Europe thru CSC - Computer Sciences Corporation at Wiesbaden High School August 2011 to July 2012**

* **Position: Computer Support Sr Assistant, Contractor**
* **Duties:** Supported Students, Teacher, Administrators, and Staff of a DoDEA school in regards to their computers and network.
* Provided computer help desk support and technical training on hardware/software to end users both over the phone and in person.
* Performed diagnostics and troubleshooting of system issues, documented help desk tickets/resolutions, and maintained equipment inventory lists.
* Ensured closure of help desk tickets while meeting or exceeding defined service level expectations.
* Handled Warranty support and tracking for all IT purchased equipment.
* Managed and performed deployment, imaging, installation, and configuration of new desktops and laptops.
* Installed software both manually and through a remote software delivery program.
* Installed hardware when needed. Proficient with handling hardware installation.
* Worked with Windows XP based systems supporting users, network printers and other peripherals, such as scanners and bar code readers.
* Worked closely with IA department with computer security issues.
* Efficient customer issue resolution & minimal supervisory expeditions.

**Environment**: Windows XP; Microsoft Office 2003 & 2007; Altriris Service Desk; Active Directory; Symantec & McAfee Anti-Virus, Adobe Acrobat Reader 8– 9, Standard 7 and Professional 6 & 9; Remote Desktop Assistance

**U.S Embassy - Ankara, Turkey July 2009 to September 2009**

* **Position: Security Escort, State Department Employee**
* **Duties:** Responsible for escorting contractors and other un-cleared workers through cleared areas.
* Made sure all secure communication and information was put away.
* Responsible for ensuring the uncleared workers weren't privy to any cleared material.

**JMS Consultants, Inc June 2007 to May 2009**

* **Position: Technical & Customer Support**
* **Duties:** Responded to customer concerns about online system o Helped customers set up and get started with their account.
* Responded and helped solve technical issues with the online system and individual accounts.
* Helped talk customers through possible ways to advertise their business.
* Worked with customers on a variety of operating systems and internet browsers.
* Used my strong communication skills to understand customer needs and provide exceptional results
* Worked closely with the Programming Department to resolve program issues
* Used exceptional customer service skills during demanding client environment to increase customer satisfaction and self help knowledge.
* Efficient customer issue resolution & minimal supervisory expeditions.

**Environment**: Windows XP, Vista; Microsoft Office 2003, 2007; Adobe Acrobat; NetMeeting; Internet Explorer 6.

**FreeMotion Fitness, Inc from February 2003 to June 2006**

* **Position: Personnel & Technical Coordinator**
* **Duties:** Technical Support:
  + Responsible for the setup, maintenance, and trouble shooting of the computer, network, and phone systems.
  + Worked closely with an outside sales team with their phone and computer support by utilizing remote control and over the phone.
  + Worked closely with employees from all departments to address their computer and telephone needs.
  + Provided knowledgeable information to sales people when they were first setting up their telephone and computer systems.
  + When the building was expanded I played a large part in getting the cabling done for the computers and telephones in the new areas.
  + Responsible for the computer room inventory
  + Filed requisition requests when computer or telephone equipment was needed and followed through with the process until the systems were setup and software installed.
  + Installed both hardware and software on the company’s computers.
  + Assisted in researching known customer issues & corresponding with customer & providers for resolution.
* **Received the company award “Raving Fans” for my excellent customer service and positive attitude**
* **Given extra work to researched tax questions for company’s tax department and saved the company a quarter of a million dollars**.

**Environment:** Microsoft Office 97 & 2000, Windows 98, 2000 & NT, Lotus SmartSuite 97, Internet Explorer 5; AVAYA phone systems.

**Spherion for Deluxe Checks, Inc from October 2002 to February 2003**

* **Position: Customer Management Representative**
* **Duties:** Worked in a call center environment
* Worked as an inbound sales representative.
* Assisted customers in placing orders.
* Consulted with customers to ensure their orders met their requirements.
* Ensured accuracy of customer orders.
* Ensured accurate and timely shipping of customer orders.
* **Earned the “big dog” cup two weeks in a row for the highest sales and lowest reruns, in addition to excellent customer service.**

**Environment:** Microsoft Office 97 & 2000, Windows 98, 2000 & NT, Lotus SmartSuite 97, Internet Explorer 5; AVAYA phone systems

**Kelly Services, Inc INTEL from April 2001 to April 2002**

* **Position: Document Control**
* **Duties:** Coordinated documentation close out process with contractors.
* Managed transmittals and submittals of documents between Intel and contractors.
* Tracked drawings and similar documents both physically as well as on the computer using software such as Microsoft Excel.
* Filed and organized documents.
* Audited documents as they were transmitted from the contractors.
* Tracked Requests for Information (RFI) and Requests for Comment (RFC).
* Overall responsible for all the documents that passed between Intel and the different contractors.
* Took meeting minutes between Intel and contractors when needed.

**Insurance Technologies, Inc from January 1999 to March 2001**

* **Position: Quality Assurance Engineer**
* **Duties:** Performed software testing, for companies custom software Types of testing included:
* Backward compatibility testing. Ensuring that the software would work on multiple operating systems from newer to older versions.
  + Help system testing.
  + Web interface testing.
  + General error and performance testing.
* Input discrepancy reports using Lotus Notes and worked closely with the Programming department to get the issues resolved.
  + This involved that validating and tracking of the discrepancy repair.

## EDUCATION

**Attended The University of Maryland University College for Information Technology: Information Assurance**

**GPA of 4.0 and graduated with Master’s degree**

**Attended The University of Maryland University College for Information Systems Management**

**GPA of 3.87 and graduated with Bachelors degree**

**Attended Pikes Peak Community College for Computer Information Systems**

**GPA of 3.76 and graduated with Associates degree**