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| Sophia Lee  Information Technology Specialist | 8911 Youree dr APT 408  Shreveport, LA 71115  **(910)-554-6217**  **Sophia.lee756@gmail.com** |
| EXPERIENCEGeneral Dynamics Information technology, Bossier City LA *-*Help Desk TechnicianDecember 2018 - PRESENT Responsible for Assisting users over the phone with troubleshooting hardware and software issues such as network connectivity, citrix issues, VPN issues and password resets.Teleperformance, Shreveport, La—Workforce Analyst September 2014-December 2018 Responsible for providing periodic reports, real time and historical reports containing performance data to support operations management EDUCATIONBossier Parish Community College, Bossier City, LAAugust 2017 - May 2018 AAS Cyber Technology with a concentration in Programmer Analyst SKILLS Troubleshooting software and hardware applications Ticket writing Experience in using ServiceNOW ticketing system Basic familiarity with ITIL Experience with VOIP phone systems CERTIFICATIONS Comptia A+Clearances Public/Position of Trust Ability to obtain Secret/Top Secret Clearance. |  |