Ashlee Ritter

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I am an experienced and knowledgeable information technology professional seeking an assistant administration or technical support role. I work well independently, in providing computer support such as troubleshooting, installations, and maintenance. I am skilled in providing customer and end-user support. I can easily identify and resolve technical issues and concerns. I have excellent

communication and presentation capabilities and am extremely resourceful and work well with a team or individually. Currently, in my free time, I am studying to get the CompTia Security+ Certification as I would like to eventually transition over to a security administrator roll.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

# Work Experience

### It Operations Center Tech

Premera Blue Cross - Mountlake Terrace, WA February 2020 to October 2020

Main responsibilities are to perform multiple functions while operating in a highly visible maintenance capacity 24x7x365. Primary functions include but are not limited to fault management, performing triage, analysis and maintenance on the Premera voice, video, and data networks. Support local and remote networks to ensure system readiness and reliability as well as minimize any potential service disruptions. Communicate and coordinate the maintenance and activities of vendors and support personnel at local and remote campus locations via dispatch with the Service Now ticketing system. Develop and communicate detailed problem resolution process and procedures for users. Maintain in-depth technical instructions for use by the Service Desk & NOC personnel. Track, resolve, and report on alarm-based network incidents, facilitated and coordinated through the Service Desk, with implementation of the Incident Management Plan.

* Monitor, interpret, and/or respond to alarms generated by various network management systems.
* Provide vendors, support personnel, and other technical assistance in resolution of routine problems.
* Actively participate in the Change Control Process when changes to any area of this position’s responsibility occur.
* Ensure escalation is executed properly according to established procedures.
* Develop, implement, and maintain detailed and complex problem determination and recovery procedures.
* Perform Service Desk functions as required off-shift.
* Relay and communicate information between various
* Prepare reports based on network data assigned.
* Complete special projects or other duties as assigned.

### VoIP NOC Engineer/ Help Desk

Continuant - Fife, WA

November 2018 to February 2020

Main duties are to access the various systems that alarmed to the NOC and verify the alarm is valid using tools such as ProComm, Putty, RDP in a help desk environment.

* Responsible for monitoring and troubleshooting all clientele PBX’s and data servers
* Use tools such as Service Now, Salesforce, Nectar, Alarmist and VX Pulse.
* Troubleshoot alarms and alerts generated by the monitored systems
* Document any incidents thoroughly and track the issue until it is completely resolved
* Perform system health checks, create detailed data reports
* Work with the following OEM’s: Avaya , Nortel, Siemens, Cisco, IP Office, NEC and Microsoft.
* Manage client accounts and provides excellent customer service
* Help Desk
* LAN knowledge
* In charge of creating resource documentation for the rest of the team to reference regarding PBX issues

## WAITRESS

IVARS SALMON HOUSE

March 2016 to November 2018

Accurately communicate orders to multiple channels, provide professional and exemplary service to guests, deescalate issues that may disturb the guest experience, effortlessly work in a consistently changing environment.

## WAREHOUSE SUPERVISOR

Nintendo - Redmond, WA February 2015 to June 2015

Packaging various tech products for resale, perform detailed inspections and inventory of products, supervising testing of product, organized and confirmed data entry and team weekly labor goals.

# Education

### ASSOCIATES OF ARTS IN BUSINESS in BUSINESS

CASCADIA COMMUNITY COLLEGE

December 2015

## DIPLOMA

SNOHOMISH HIGH SCHOOL

June 2015

# Skills

* Fast learner
* Microsoft office (1 year)
* Avaya (1 year)
* SIP (1 year)
* PBX (1 year)
* Cisco (1 year)
* IP (1 year)
* Telecommunication (1 year)
* Mitel (1 year)
* Nortel (1 year)
* LAN (1 year)
* Network (1 year)
* BGP
* Linux (1 year)
* Excel (5 years)
* SharePoint (5 years)
* Microsoft Powerpoint (5 years)
* Resource Management (1 year)
* Help Desk
* Active Directory
* VPN
* Network Support
* VoIP
* Network Support
* VoIP
* VPN
* Operating Systems
* Active Directory
* Help Desk
* ServiceNow
* Microsoft Windows
* TCP
* TCP/IP
* MPLS
* DNS
* WAN
* Network monitoring
* System administration
* DHCP

# Certifications and Licenses

**food handler certificate**

# Assessments

### Management & Leadership Skills: Planning & Execution — Highly Proficient

July 2019

Planning and managing resources to accomplish organizational goals. Full results: [Highly Proficient](https://share.indeedassessments.com/share_to_profile/0089e587d16ee72396311d77a50fcd36eed53dc074545cb7)

### Spreadsheets with Microsoft Excel — Proficient

July 2019

Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals.

Full results: [Proficient](https://share.indeedassessments.com/share_to_profile/b04b554043ae1617bb92bc5556971932eed53dc074545cb7)

### Basic Computer Skills: PC — Highly Proficient

November 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Highly Proficient](https://share.indeedassessments.com/share_assignment/csvgm0q1by-v94u)

### Data Entry — Familiar

April 2019

Measures a candidate's ability to accurately input data and effectively manage databases. Full results: [Familiar](https://share.indeedassessments.com/share_to_profile/5eec75d3cf7f018b534c0c3717364ceaeed53dc074545cb7)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.