Rebecca Randles

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# Skills Profile

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| * Windows 7/10/Server | * ServiceNow + Autotask | * Customer Service |
| * VMWare Workstation | * Linux Fedora + Ubuntu | * Audio/Visual Systems |
| * MS Office Suite | * Powershell Scripting | * Desktop Support/Repair |

**Education:**

## Madison Area Technical College

* IT – Systems Administration Specialist Expected Graduation 12/2020
* IT – Cloud Support Associate Expected Graduation 05/2021

## Solano Community College 6/2012

* Enrolled in college-level coursework while simultaneously completing high school diploma

# Work Experience:

# Help Desk Technician I 06/2021-Present

# *Atlantic Coast Mortgage*

# Use the Zendesk ticketing system to prioritize and complete internal help desk tasks ranging from password resets to printer installations on both Windows and Apple devices

# Support Okta, MS Office, and EllieMae Encompass software daily

# Provide quick and courteous support remotely over Slack, Zoom, or phone call to ACM staff located across the country but primarily in the Eastern time zone

# Assist and support other helpdesk staff as necessary with projects and change management

## Resident Support Analyst 05/2020-10/2020

*Parasol Alliance*

* Use the Autotask ticketing system to intake senior living resident tech support requests, schedule appointments, and document resolutions in a timely manner per client SLA
* Provide a hybrid of onsite support in-person and remote support over the phone or by email to

resolve support tickets for devices including landlines, cell phones, tablets, TVs, and Windows and Mac computers

* Create and lead remote group classes for senior living residents on different consumer

technologies

## Student Clerical Assistant 12/2019-06/2020

*Madison College Career and Employment Services*

* Assist students in booking appointments with career counselors using Microsoft CRM software
* Create documentation and complete tech-related projects for CES staff, such as Excel sheets and PowerPoint slides
* Guide students and employers through use of the MadisonCollege.edu website to access career and employment resources, both in-person and over the phone

## Student A/V Technician 01/2018-12/2019

*Madison College Audio/Video Department*

* Work with the A/V team to prioritize and solve trouble tickets, using the ServiceNow ticketing system, relating to audio/visual issues in Madison College classrooms, conference rooms, and event locations
* Solved problems with devices including projectors, Extron A/V control cabinets, speakers, and televisions/monitors
* Instructed professors on workarounds and quick fixes for common and simple issues in their classrooms

## Overnight Travel Counselor/Receptionist 04/2017-10/2017

*Epic Systems*

* Assist Epic employees and recruits with booking business-related travel across the US including flights, hotels and rental cars
* Communicate relevant information regarding business travel to travelers, airlines and hotel representatives.
* Answer and direct overnight reception calls from both domestic and overseas customers, creating and assigning technical support tickets as requested

## Ramp Operations Agent 09/2014-10/2016

*DAL Global Services*

* Under the supervision of the supervisor or manager on duty coordinated critical information to pilots, gate agents and ground crew concerning the weight and balance and flight load of the aircraft to ensure a safe and on-time departure
* Responsible for performing ramp agent duties such as loading and off-loading aircraft of passenger baggage, airmail, freight and company material

## Naturalist 07/2013 – 09/2013

*Point Lookout State Park, State of Maryland*

* Taught classes about local plants, wildlife and ecology to visitors of all ages
* Maintained and operated the Point Lookout Nature Center and Civil War Museum
* Operated the cash register in the museum gift shop, including closing out the register under the supervision of a park ranger each night at closing time
* Opened the nature center and gift shop each morning and closed it each night unsupervised

# Volunteer and Community Work:

## Student Computer Repair Technician 10/2019-Present

*Madison College Wolfpack Techies*

* Use proprietary ticketing software to create, assign, and prioritize support tickets for customer computer repairs
* Diagnose and solve customer computer problems ranging from viruses and software bugs to failed hard drives and broken screens on Windows, Linux and Mac desktops and laptops

## Discovery Docent 08/2018-05/2019

*Henry Vilas Zoo*

* Used discovery carts to educate zoo visitors about many of the different animals on display,

along with the zoo’s environmental and conservation efforts

* Taught short educational classes to children about the importance of respecting animals, nature, and the environment
* Filled in as general staff where needed on seasonal events including Zoo Lights and National Polar Bear Day