Emma Phommatha

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SUMMARY

Application Support & IT professional with hands-on experience troubleshooting business applications, end-user systems, and networks. CompTIA A+ and ITIL® 4 Foundation certified; B.S. in Cybersecurity & Information Assurance in progress (WGU, Dec 2026). Skilled in ticketing and incident management, documentation, and scripting to improve efficiency. Strong communicator with proven ability to deliver user-focused support, streamline fixes, and collaborate with product/engineering teams.

SKILLS

- **Application & User Support:** Troubleshooting proprietary apps • Windows 10/11 • VPN/Wi-Fi • Printers & peripherals
- **Ticketing & Workflow:** JIRA • Incident triage • Escalation management • Knowledge base/runbooks • ITIL processes
- **Documentation & Training:** KB articles • User guides • Onboarding checklists • Troubleshooting documentation
- **Collaboration:** Partnering with IT, product, and engineering teams to resolve user issues and improve processes
- **Technical Tools:** Office 365 • Excel • Power BI (basic) • Python/Bash/JavaScript (automation & scripts)
- **Soft Skills:** Clear communication • Customer service • SLA-driven support

EXPERIENCE

Upwork, Remote — IT Support Specialist *Feb 2020 - Present*
- Provided application and end-user support via phone, chat, and email for Windows 10/11, VPN/Wi-Fi, and peripheral issues.
- Logged, tracked, and resolved tickets in JIRA; escalated unresolved incidents per SLA guidelines.
- Authored KB articles and troubleshooting runbooks to reduce repeat tickets and improve resolution times.
- Applied light scripting (Python/Bash) to automate recurring support tasks, streamlining ticket resolution.

Dimension Technology Solutions, Denver, CO — JavaScript Developer *Sep 2018 - Jan 2020*
- Supported web-based applications; troubleshot browser, permissions, and connectivity issues.
- Collaborated with IT and compliance teams to align app deployments with security standards.
- Created user guides and onboarding documentation, reducing repeat issues and improving adoption.

Wells Fargo, Denver, CO — Bank Teller *Jan 2015 - Dec 2017*
- Delivered high-volume customer service and resolved account access issues (password resets, MFA).
- Ensured strict compliance with ID verification and privacy regulations, reinforcing security-first practices.

EDUCATION

Western Governors University — B.S., Cybersecurity & Information Assurance (Dec 2026)

Front Range Community College — A.A.S., Business

DevMountain — Web Development Certification