

WENDY HURD

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TECHNICAL EXPERIENCE:

Proficient with Installation & Setup for Microsoft & Adobe suites skilled in troubleshooting PC/ MAC networking issues, peripherals & printer problems. Tier 2 Help Desk support A + Certification, support Enterprise wide desktop equipment, provide key technical resources responding to end user desktop incidents & requests reported Proficient with Cisco CM & Active Directory. Experienced in deploying iOS, Android mobile operating systems, detail oriented, dedicated, & Self-Starter skilled at remote support VMware

SUMMARY OF QUALIFICATIONS:

- 10+ years of computer experience applying technical problem solving skills w Android & Apple iOS
- HelpDesk experience via phone, email, online chat and remote connections
- Managed Network Switch PCI Upgrade for 43 switches
- Understanding of government rules & regulations & political process of protecting HIPPA info

EXPERIENCE:

Technical Coordinator SR Dec 2023 - Current USU Classroom Technology Responsible for Maintaining & Troubleshooting all Classroom Technology. Work as part of a team to Install A/V equipment, assure High Quality Customer Service with Prompt Support & provide training support as needed in each classroom.

Technical Analyst II Nov 2019 - Oct 2023 - HCA ITG Implemented and supported facility/division desktop equipment, was a key technical resource responding to end user desktop incidents & requests reported to the Service Desk. Responsible for mentoring, supporting and training entry-level Technical Analysts. Proficient in Cisco Call Manager to support Telecom at all facilities. Provided 24x7 on-call support as division IT staff rotation. Supported IOS and Android mobile devices did remote support via Dameware & Remote Desktop.

Infrastructure Technician II May 2017 - Oct 2019 RR Donnelley Provide day-to-day problem resolution to end-users regarding PC hardware and software applications. Offer support for the procurement, installation and configuration of all Site IT infrastructure to support effective and efficient technology use (e.g. electrical power UPS, LAN, Servers/SAN, Disaster recovery).

Computer Technician May 2015 – May 2017 - Logan City School District Responsible for installing & maintaining PC and Mac 1000+ computers district wide. Including hardware, peripherals and application software. Maintained a variety of manual and electronic files and/or records. (i.e., permission levels, network identification, security access, licenses etc.) Managed access to data (i.e., create accounts, monitor users, assign permissions) Provide help desk support and trained school faculty and staff in various hardware and software applications.

Technical Support Oct 2013 – Feb 2015 – Hosting Services Inc. – West Host Proficient in Internet related applications such as Email clients & Web browsers, for both MAC & PC based systems. Troubleshoot client web hosting issues via help desk & online support tickets & telephone support. Utilize Linux SSH to assist clients with web hosting issues.

Help Desk Technician Feb 2014 – August 2014 - Bridgerland Applied Technology College Provide technical support for incoming queries & issues related to computer systems, software, & hardware. Install, modify, & repair computer hardware & software.

Part Time Web/ Computer Technician June 2006 – Present - Debbi's Rapid Eye Create & maintain web site, brochures, flyers & posters. Maintain & install computers, printers & software. Utilize Photoshop & other programs as needed to create digital media.

EDUCATION:

Bridgerland Applied Technology College Network / Information Technology **2015**

University of Redlands Master of Science, Geographic Information Systems **2006**

Utah State University -Bachelor of Science, Geography **2005**