Indira Lopez
New York, NY | lindira399@gmail.com | [Portfolio](#) | 929-204-2484

CERTIFICATIONS

CompTIA Network+   In Progress

Google IT Support Professional Certificate   November 2023

Professional Scrum Master I   December 2022

RELEVANT SKILLS

Computer Skills: Microsoft Office; Windows and Mac; Google Workspace, Figma, Github, LinkedIn
Languages: Spanish
Operating Systems: Windows, Mac OS, Linux, ChromeOS
Technical Skills/Tools: PowerShell, Linux, Terminal, Ticketing System, Python, CSS, HTML and Troubleshooting
Soft skills: Problem solver, Customer Service, Teamwork, Adaptability, Time Management, Communication

EXPERIENCE

GOOGLE, New York, NY   September 2023 - Present
IT Support Engineer
• Provide technical support to internal employees such as software installation, bug escalations, hardware issues, configurations, etc
• Support the lead Corporate Operations Engineer by providing in-person technical support at the new office building launch assisting with network connectivity issues, hardware, SSH, and printer issues
• Resolve over 40 tickets a month to meet Service Level Objectives (SLOs) using our internal ticketing systems
• Troubleshoot, configure & provision devices such as Windows, MacOS, ChromeOS, Linux, iOS and Android
• Collaborate with developers on a global project to enhance troubleshooting tools using Python which will provide users the ability to independently diagnose issues on their devices
• Proficiently documented technical support, ensuring comprehensive records for issue resolution, troubleshooting steps, and solutions provided, enhancing team efficiency within the organization
• Participate in Multiverse bootcamp to learn IT essentials in troubleshooting, professionalism, and career development

Anteriad, Rye Brook, NY   May 2023 - August 2023
IT Support Intern
• Maintained communication with ISP to troubleshoot and expedite internet service setup in the new office
• Leveraged strong communication and organizational skills to effectively onboard and offboard employees
• Implemented role-based access control to grant system access based on employees' job functions

Prudential Financial, Newark, NJ   August 2022 - January 2023
Data Analyst Intern
• Developed a notification system for the SharePoint site, in order to keep employees up to date with company news
• Updated the current 30 dashboards in Splunk, to reflect the accurate icons for each section
• Attended weekly knowledge sharing sessions on Splunk, to ensure continuous learning about new topics and changes relevant to the team

EDUCATION

Year Up New York   March 2022 - January 2023
Software Development Training
• Accruing 200+ hours of hands-on training in Software Development track as part of a one-year career development program that includes six months of college-level courses and professional training followed by a six-month internship
• Served as Operations Manager and managed the room set up, facilitated welcome, overview, and action items

Brooklyn College   August 2020 - December 2022
Undergraduate Student

Urban Assembly School for Green Careers   September 2016 - June 2020
Career and Technical Endorsement: Building Science