

# Indira Lopez

New York, NY | [lindira399@gmail.com](mailto:lindira399@gmail.com) | 929-204-2484

## CERTIFICATIONS

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CompTIA Network+	In Progress
Google IT Support Professional Certificate	November 2023
Professional Scrum Master I	December 2022

## EXPERIENCE

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<b>GOOGLE</b> , New York, NY <i>IT Support Engineer</i>	September 2023 - Present
<ul style="list-style-type: none"><li>• Provide technical support to internal employees such as software installation, bug escalations, hardware issues, configurations, etc</li><li>• 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</li><li>• Resolve over 40 tickets a month to meet Service Level Objectives (SLOs) using our internal ticketing systems</li><li>• Troubleshoot, configure &amp; provision devices such as Windows, MacOS, ChromeOS, Linux, iOS and Android</li><li>• 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</li><li>• Proficiently documented technical support, ensuring comprehensive records for issue resolution, troubleshooting steps, and solutions provided, enhancing team efficiency within the organization</li><li>• Participate in Multiverse bootcamp to learn IT essentials in troubleshooting, professionalism, and career development</li></ul>	

<b>Anteriad</b> , Rye Brook, NY <i>IT Support Intern</i>	May 2023 - August 2023
<ul style="list-style-type: none"><li>• Maintained communication with ISP to troubleshoot and expedite internet service setup in the new office</li><li>• Leveraged strong communication and organizational skills to effectively onboard and offboard employees</li><li>• Implemented role-based access control to grant system access based on employees' job functions</li></ul>	

<b>Prudential Financial</b> , Newark, NJ <i>Data Analyst Intern</i>	August 2022 - January 2023
<ul style="list-style-type: none"><li>• Developed a notification system for the SharePoint site, in order to keep employees up to date with company news</li><li>• Updated the current 30 dashboards in Splunk, to reflect the accurate icons for each section</li><li>• Attended weekly knowledge sharing sessions on Splunk, to ensure continuous learning about new topics and changes relevant to the team</li></ul>	

## EDUCATION

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<b>Year Up New York</b> <i>Software Development Training</i>	March 2022 - January 2023
<ul style="list-style-type: none"><li>• 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</li><li>• Served as Operations Manager and managed the room set up, facilitated welcome, overview, and action items</li></ul>	

<b>Brooklyn College</b> <i>Undergraduate Student</i>	August 2020 - December 2022
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<b>Urban Assembly School for Green Careers</b> <i>Career and Technical Endorsement: Building Science</i>	September 2016 - June 2020
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## RELEVANT SKILLS

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**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