

# Indira Lopez

New York, NY | [lindira399@gmail.com](mailto:lindira399@gmail.com) | [Portfolio](#)

## CERTIFICATIONS

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**Google IT Support Professional Certificate**

November 2023

**Professional Scrum Master I**

December 2022

## RELEVANT SKILLS

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**Computer Skills:** Microsoft Office; Windows and Mac; Google Workspace, Figma, Github, LinkedIn

**Languages:** Spanish

**Operating Systems:** macOS, ChromeOS, Windows

**Technical Skills/Tools:** Terminal, ServiceNow, Jira, Okta, Google Admin, Logitech Sync, Zoom, Python, CSS, HTML

**Soft skills:** Problem solver, Customer Service, Teamwork, Adaptability, Time Management, Communication

## EXPERIENCE

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**Robinhood**, New York, NY

September 2024 - Present

*Support Engineer*

- Act as the first point of contact for resolving technical issues related to software and hardware for Robinhood employees, primarily supporting macOS.
- Provide enterprise-level support for applications and services, addressing a wide variety of technical issues related to WiFi, Zscaler, and more.
- Collaborate with internal teams to escalate and resolve high-priority problems and outages, ensuring quick resolution and minimal downtime.
- Manage onboarding and offboarding tasks, including hardware setup, access management, asset tracking, and process development to streamline operations.
- Lead efforts to reduce security risks by upgrading employees from Intel/M1 devices to the latest M3 models, ensuring enhanced security and performance.
- Provide in-office support for conference rooms, managing Google Meet and Zoom setups, and handling logistics for the weekly All Hands company meeting.
- Offer white-glove support to executives, both in-office and remotely, ensuring prompt resolution of technical issues and a seamless experience.

**GOOGLE**, New York, NY

September 2023 - September 2024

*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

**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

## EDUCATION

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**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

**Brooklyn College**

August 2020 - December 2022

*Undergraduate Student*