



IT Consultant

DETAILS

ADDRESS

█████ Pacific Ave
Los Angeles, CA ██████
█████ States

PHONE

█████ 42

EMAIL

████████████████████

PLACE OF BIRTH

San Antonio

DRIVING LICENSE

Full

LINKS

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HOBBIES

Angling, Sailing, Fly Fishing

LANGUAGES

English

██

French

██

PROFILE

Personable IT Consultant with 5+ years of experience in a global technology firm. CompTIA A+ Certification. Scored the region leading QST rating based on internal reviews (97.86%). I am seeking to leverage solid technical skills and abilities to advance my career as the next IT consultant for Linsang Group.

EMPLOYMENT HISTORY

IT Consultant , Amazon

Jacksonville

Jan █████ — Jun █████

Administered first-level MHE and PKMS support and under-provided SOPs to make appropriate corrections when necessary.

- Researched and documented existing and new processes for IT Support Teams and interacted with business users and other IT groups to ascertain business requirements and design proposed system enhancements.
- Communicated issues, resolutions, and the project status to IT management and user community and ensured the deadlines were met and quality was maximized.
- Deployed, reset, configured, and replaced equipment as needed, such as CLI Terminals, Printers, Silex Printer boxes., CPUs and laptops.
- Coached newly hired IT specialists on advanced technical procedures.

IT Consultant, PWC

Pengcheng

Jan █████ — Dec █████

Independent, a non-profit organization that provides a broad array of assessment, research, information, and program management solutions in the education and workforce development areas.

- Identified software and hardware issues and listened to client concerns.
- Encouraged timely and relevant upgrades for client products when necessary.
- Devised a workable scheme to accomplish business objectives.
- Scheduled and allocated project activities, identified tools, standards, and guidelines suitable for projects.
- Provided risk management by monitoring project schedules.
- Reported on a project's status regularly through emails and weekly meetings; formally tracked problems and issues to closure.

EDUCATION

Bachelor of Science in Information Systems Management, Miami University Miami Beach

Jan [REDACTED] — Jun [REDACTED]

- Relevant Coursework: Network Security, IT Project Management, Business Administration, Strategy & Operations, IT Innovation, Ethical Hacking, Database Management.

COURSES

Microsoft Certified Solutions Expert, Microsoft. Online.

Jan [REDACTED] — Jun [REDACTED]

CCNA Routing and Switching, Cisco. Online.

Jan [REDACTED] — Aug [REDACTED]

ACHIEVEMENTS

- Identified a new parts-ordering solution which led to a reduced client wait time of 19% and an increase in client satisfaction by 41%
- Assisted the IT director with administration applications, reducing the workload by 22%
- Identified ticketing management solutions which led to a queue reduction of 21%
- Assisted the IT manager as liaison to clients on software updates, reducing workload by over 52%