

Autumn Leaves

Information Technologies and Digital Media

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SKILLS

- Calm and courteous customer service skills.
- Service Desk Management via CA Technologies Case Management and Spiceworks.
- Remote desktop support via LANSweeper, LogMeIn, Citrix Director, Windows Remote Access Management
- Expert level knowledge of Adobe Creative Cloud and Office 365 workflows.

EXPERIENCE

Repare Therapeutics - *IT Support Specialist* May 2022 - Present

- Managed user permissions in Azure AD, Office 365, SharePoint, Zoom, DocuSign, VeevaVault, PleaseReview, Synology NAS, and Debian.
- Created and maintained I.T. documentation, work instructions, SOP, GAMP validation, and Helpdesk FAQ.
- Managed company devices via inventory management, Azure AD, Intune, Autopilot, Automox, and Mosyle MDM.
- Created and managed SharePoint sites for clinical trials and research and Discovery.
- Desktop support for Microsoft Windows endpoints, SharePoint, OneDrive, Office 365, Copilot, and Adobe CC applications.
- AV setup and support for Zoom, Poly as well as mobile hybrid conference setup of Logitech Rally and local PA.

Fenway Community Health Center - *IT Helpdesk Supervisor* June 2018 - May 2022

- Manages end-user support and project management across a variety of public health services including primary care, optometry, dental, radiology, sexual health outreach, drug user health, rental assistance, housing services, legal assistance, government outreach, infectious disease surveillance, vaccination trials, and more.
- Designed and implemented hardware and software project plans across ten different sites.
- Supported remote users connecting via Fortinet VPN, Citrix XenApp, and Nutanix Frame.
- Onboarded remote and on-site end-users, providing system introductions and technical workflow guidance.
- Provided hardware intervention for HP Printers, Epson Scanners, Xerox copiers, and Dymo label printers.
- Attended conferences and special events to provide audio/video setup and support.
- Managed organization-wide hardware inventory via Wasp AssetCloud and Absolute agent.
- Managed Azure remote laptop encryption via Bitlocker and Symantec PGP.

A.N. Deringer, St. Albans Vermont - *IT Customer Support Specialist* June 2016 - June 2018

- Managed and maintained company-wide Adobe form workflows.
- Worked directly with software vendors to submit bug reports, perform testing, and resolve system issues.
- Provided primary support for Manhattan SCALE 2013 Warehouse Management System.
- Wrote SQL queries to troubleshoot shipments and inventory issues.
- Organized testing and installed bug fixes on primary and secondary warehouse servers.
- Primary shipment pack list designer in Crystal Reports.
- Converted warehouse documents from Crystal Reports to SQL Server Reports.
- Created vendor, container, and shipping labels in Zebra Programming language.
- Primary Label Matrix support for warehouse employees.
- Supported over a dozen U.S. Customs and Border Protection brokerage applications.
- Provided support for automated billing processes (Navision, Billtrust, FTP.)
- Created physical backups for external customers.
- Provided after-hours support for company-wide phone calls.

HomeWorld Arts LLC, Vermont - *Lead Artist & Game Design* July 2011 - January 2021

- Lead artist and graphic designer for the rapid prototyping and release of numerous mobile games.
- Managed the branding and social media of HomeWorld Arts, and all released titles.
- Developed multiple mobile (android and iOS) games with over 500,000 downloads each.

DueNorth Vineyard, Franklin, Vermont - *Freelance Graphic Designer* January 2012 - 2016

- Responsible for branding of DueNorth Vineyard and all wines.
- Designed wine labels, promotional print and digital media.

Carved Solutions, Williston, VT - *Machine Operator & Graphic Design* October 2010 - 2011

- Responsible for the safe operation of Computer Numerical Controlled (CNC) Machine.
- Provided graphical design expertise and social media direction for Company Facebook Page.
- Vector Artist for Soap Design.

Data Communications Contractor, St. Albans, VT - *AV & CCTV Cable Management*

- Installed a new public address system throughout a public school
- Installed CCTV, glass break detection, and temperature sensors throughout a pharmaceutical manufacturing facility

Lake Champlain Maritime Museum, Vergennes, VT - *Public Educator & Videographer* Summer 2007

- Travel from Vergennes, VT to Buffalo, NY via The Lois McClure, a sailing canal boat.
- Educated general public and school groups on New York State's historic inland waterways.

Levalee & Ide Company, Winooski, VT - *Graphic Design* August 2006 - 2007

- Designed the 2007 issue of Satco's Tools for Schools catalogue.

Volunteering

Community Advisory Board (The Fenway Institute) - *CAB Member* September 2018 - 2021

- Advised research staff on study design, protocols, recruitment efforts and community education.
- Acted as a Fenway Health representative at national meetings and forums.

Massachusetts Commission on LGBTQ Youth - *Member* January 2019 - 2021

- Worked within the public health commission to issue annual government recommendations.
- Worked in partnership with 18 state government entities.
- Participated in community events and listening sessions.

EDUCATION & CERTIFICATIONS

LinkedIn Learning and Learn.Microsoft.com - *ongoing* - *Network infrastructure, Microsoft applications, Resolume Arena, AV*

Citrix - 2020 - *XenApp and XenDesktop Helpdesk Support (CXD-105)*

Extreme Networks - 2019 - *ExtremeXOS Switching and Routing Certificate*

Champlain College, Burlington, Vermont - 2008 - *Bachelor of Multimedia and Graphic Design*

The Art Institute of Fort Lauderdale, Florida - 2003 - 2004 - *Visual Effects and Motion Graphics*

Center for Technology, Essex - 2003 - *Computer Animation and Web Page Design* - *year long Certificate with highest honors*