NANCY MEDINA

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WORK EXPERIENCE

Amentum- *Software Specialist*   October 2022-Present

- Managed and maintained databases by utilizing SQL, ensuring accurate and up-to-date information.
- Conducted comprehensive patch testing on diverse software applications, ensuring the stability and reliability of systems and applications which resulted in a 30% reduction in critical system errors.
- Initiated the creation of 20 detailed wiki pages for all managed software applications, enhancing user accessibility and understanding.
- Developed and maintained dashboards using VMware Aria, Power BI, and OEM to monitor and optimize the performance of over 50 servers, ensuring peak performance and uptime. Compiled and presented detailed status reports to management, facilitating informed decision-making and efficient troubleshooting.
- Collaborated with developers to identify, troubleshoot, and resolve complex software issues in applications such as OSIsoft PI, CIRM, and CMMS, ensuring optimal system functionality.
- Assigned privileges to over 40 users for software applications via Windows Active Directory.

Amazon AWS- *IT Support Associate*   August 2021 - October 2022

- Directed the training of Artificial Intelligence models using machine learning to review email lists with over 500 members, maintaining adherence to policy regulations.
- Administered over 100 extensive email lists through Ubuntu's Bash language, executing tasks such as changing moderators, implementing automatic and central moderation, and altering ownership via an SSH client.
- Collaborated with Human Resources and Upper Management to enable over 200 accounts for affected users, ensuring timely access and support.
- Established thorough research to address inquiries received via email and AWS ticketing system; implemented effective communication strategies that decreased response time by 15%.
- Utilized Tableau to track metrics and performance, consistently ranking in the top 10 for email moderation within the team.

EDUCATION

Central Washinton University
Completed 73 credits towards a B.S in Computer Science

Yakima Valley College
Associate of Arts

Awards/Activities
Dean's List

Cyber Security Ethical Hacking Club
- Discovered website vulnerabilities, navigated challenges on platforms like Juice Shop to enhance cybersecurity awareness.

- Implemented virtual Kali Linux machines to perform password-cracking exercises; acquired hands-on experience in ethical hacking techniques, enhancing cybersecurity skills and knowledge in vulnerability assessment and penetration testing methodologies.

Teacher Assistant
- Evaluated programming labs in Python, Java, and Visual Basic, providing accurate assessments and detailed feedback.
- Offered specialized assistance to students by handling inquiries and addressing concerns regarding assignments, cultivating an optimal learning atmosphere that led to a 15% boost in overall student success rates.

QUALIFICATIONS
- Proficiency in diverse computer systems, including Java, C++, Python, Visual Basics, HTML, MySQL, Oracle SQL, and CSS
- Experience with Microsoft Azure, Service Desk, and AWS ticketing systems.
- IT Support and Troubleshooting
- Experience using VMware
- Experience using Tableau and Power BI data visualizations
- Strong analytical aptitude applied to programming tasks
- Well-versed in Windows, iOS, and Linux operating systems
- Bilingual and bi-literate in both Spanish and English
- Experience in customer service, with a demonstrated history of delivering outstanding support and enriching client interactions.
- Able to convey complex ideas clearly and effectively.
- Proficiency in MS Office suite, particularly in MS Excel, PowerPoint, and MS Word
- Proficiency in Google Workspace, particularly in Gmail, GCalendar, and Google Docs
- Achieved outcomes while meeting strict timelines with minimal oversight.
- Skilled in both collaborative teamwork and independent work