

ZOEY STRIKER

(THEY/SHE)

IT SUPPORT SPECIALIST



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Burlington, Vermont



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pinemark-gale.github.io

SKILLS

Troubleshooting & Maintenance

Project Management

Accountability

Triage Support

Documentation

FAMILIAR TOOLS

Zammad Help Desk

Active Directory

SnipeIT Inventory Management

Windows 10, 11, Server, & Office

EDUCATION

Bachelor of Science

Data Analytics

Minor in Computer Science

Champlain College

GPA: 4.0 (4.0 Scale)

AWARDS

Data Analytics Excellence in DAT
Accountability

Data Analytics Outstanding Senior
Award

WORK EXPERIENCE

IT SUPPORT SPECIALIST

VT Housing Finance Agency, Burlington

Apr. 2021 – Present

- ▶ Assigned, troubleshooted, and escalated service requests both in person and remote (through Kaseya).
- ▶ Deployed SnipeIT inventory tracker and management.
- ▶ Installed, configured, replaced, warrantied, and maintained new Windows 10 & 11 workstations.
- ▶ Managed users, policies, and their permissions through Azure, Office 365, Active Directory, and SharePoint admin panels.
- ▶ Contributed to the Justice, Equity, Diversity, and Inclusion team guiding organizational values and training initiatives.
- ▶ Rapidly responded to various cybersecurity threats and helped staff identify phishing attempts.

DATA SCIENCE ASSOCIATE

Edge Technology Group, Remote

Oct. 2019 – Apr. 2021

- ▶ Feature engineered time-series data to accommodate anomaly-detecting forecasting algorithms.
- ▶ Engineered various TensorFlow models exploring potential solutions for internal optimizations at MSP.

WINDOWS ADMINISTRATOR ASSISTANT

Champlain College, Burlington, VT

Nov. 2016 – Jun. 2020

- ▶ Provided off-hours on-call service to rapidly triage and repair emergency issues impacting functionality of 24/7 production systems.
- ▶ Assisted campus faculty and staff either in-person or over the phone with troubleshooting workstations, printers, and various electronic devices.
- ▶ Preserved short help desk queue providing clear documentation of solutions.
- ▶ Built, imaged, and maintained over 100 custom desktops and wired and cable managed over 15 on-campus labs.

RECENT PROJECTS

VERMONT RACIAL JUSTICE ALLIANCE

- ▶ Gathered racially disaggregated data in efforts to make a Data Dashboard for the alliance via Tableau and Datawrapper embeds.
- ▶ Redesigned Wordpress website with new theme and styling.