Andrea Garrett, MBA IT

2016 graduate with management training in pursuit of leadership opportunity

Flint, MI - Email me on Indeed: indeed.com/r/f1aa3cd206e96911

Over ten (10+) years of experience in training, administration, process design and project management
Authorized to work in the US for any employer

WORK EXPERIENCE

IT Service Management Analyst and Consultant

Delta Dental   -   Okemos, MI - May 2016 to Present

Supports the enterprise by providing first level approval for the change management process.
Design and develop ITIL based workflows and enterprise based incident, knowledge, change, request, and HR processes
Responsible for maintaining the integrity of configuration management data through the use of
asset management tools and data analysis.
Performs license reporting to assist in audits, budgeting, and contract compliance.
Generates reports as requested on asset items residing in the CMDB.
Documents all ISS internal and external polices for review by management.
Assists business analysts and management for RFP's and RFI's.
Cross trains on Workflows and CMS engineer duties to ensure coverage is available in those
areas.

IT Technician I, Health Department (Contract)

Genesee County Health Department   -   Flint, MI - January 2015 to April 2015

• Performed technical tasks that encompass Tier II system support for the county network including the county health department's intranet/internet, following HIPAA regulations
• Assisted in conducting studies with end user departments to determine their computer-related objectives
• Trained and assisted users in the utilization of VoIP Telephone hardware and software
• Provisioned and managed user accounts across a variety of hosted services using Microsoft Active Directory
• Assisted in project development utilizing fourth generation programming languages and other software packages which concern databases, spreadsheets, and word processing
• Assisted the IT Coordinator in preparing, deploying, and maintaining systems and software updates
• Documented issues once resolved
• Participated in the installation, monitoring, maintenance, support, and optimization of all host hardware, software, and communication links.
• Assisted with and coordinated varying research/implementation projects and ensure proper documentation.
• Provided additional departmental support for the deployment and implementation of eClinicalWorks EMR system
• Managed and conducted rollout of Microsoft Surface Pro 3 tablets
• Facilitated training workshops on new hardware and software

Substitute Teacher K-12 (Business/Tech)

PESG   -   Caledonia, MI - January 2012 to August 2013

Responsibilities
• Implemented state curriculum in technology and business management.
• Provided for individualized and small group assistance for students as indicated by lesson plans.

- Troubleshot and installed hardware and software as needed.
- Maintained established routines and procedures of the district, school, and classroom.
- Maintained appropriate records including checking test papers, recording grades, student assignments for homework, and projects.
- Oversaw pupil behavior in class, during lunch and other activities.
- Followed all district and individual school policies, rules and procedures

EDUCATION

MBA in Information Technology Management
Southern New Hampshire University   -   Manchester, NH
2014 to 2016

Bachelor of Arts in Social Science and History
The University of Michigan   -   Flint, MI
2012

Associate's in General Studies and Early Childhood Education
C.S. Mott Community College   -   Flint, MI
2005 to 2007

Certificate of Proficiency in Graphic Communication
GASC Tech Center   -   Flint, MI
1995

SKILLS

Enterprise Resource Planning, Change Management, Incident Management Request Management, Budgeting/Accounting, Finance, Operations Management, Resource Planning, Workflow Design, Reporting, Strategy, Team Building, Social Responsibility, 8D Problem Solving, Statistical Process Control , GM QSBAcronis, Active Directory, Adobe Acrobat, Adobe Illustrator, Adobe Photoshop, Adobe Premiere Pro, Command Line, Device drivers , Disk Imaging , Dropbox, Drupal, Exchange Server, HealthSpace, Internet Explorer, Linux, Mail Foundry, Mambo, Messaging Clients, Microsoft Access, Microsoft Excel, Microsoft Frontpage, Microsoft OneNote, Microsoft Mail, Microsoft Outlook, Microsoft Powerpoint, Microsoft Project, Microsoft Word, Mozilla Firefox, Network Monitoring, phpBB, Remote Deployment, Remote Desktop Support, Safari, SonicWALL, Spiceworks, SysAid, TeamViewer, VMWare, WASP Inventory Control, Windows Command Line, ,Hardware ,Windows PCs, Apple iPad (all models), Microsoft Surface Pro 3, PBX, Mitel, upgrades and troubleshooting, printers and peripherals,Web Design,HTML, LANDesk, CSS (10+ years), Xtraction (Less than 1 year)

LINKS

http://www.linkedin.com/in/andreangarrett

GROUPS

Zeta Phi Beta Sorority, Inc.
March 2008 to Present

ADDITIONAL INFORMATION

Certificate of Proficiency, Graphic Design and Communication; GASC Tech Center