**Trisia Baltazar**

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**OBJECTIVE**

AT IT position that will challenge and expand my knowledge on computer information systems.

**EDUCATION**

Expected Graduation Date: December 2019

**Bachelor of Science and Business Administration**

University of Louisville College of Business

Major: **Computer Information Systems**

Focus: **Information Security, Web Development & Business Process Management**

**SKILLS**

* Expert in Microsoft Office
* Expert with Bomgar Jump Client
* Expert troubleshooter
* Expert in interpersonal communication
* Expert in customer service
* Expert documentation skills
* Intermediate with CMD | PuTTy | SuperPuTTy
* Experience with Kali | Linux
* Experience with object-oriented programming C#
* Experience with HTML | SPSS
* Experience with FTK Imager | WinHex | Event Log Explorer | Notepad ++ | XML Notepad | Zimmerman Tools
* Experience with PowerBI
* Experience with WireShark
* Ability to work under strict time constraint
* Ability to learn quickly and adapt to new environments

**EXPERIENCE**

*May 2018 - Present*

**KFC IT – Systems Specialist**

Responsibilities:

* Provide on-demand troubleshooting for new store system installs over the phone.
* Document detailed reports on install processes, cases, and solutions through ServiceNow.
* Run quality assurance testing on new systems and to identify and troubleshoot issues.
* Ability to stage network switches and troubleshoot basic network issues
* Demonstrate ability to work with high call volume

*January 2018 – Present*

**HOOF KY – Developer & Analyst**

Responsibilities:

* Provide guidance and maintain group focus as designated Team Leader
* Work in a team setting to identify and analyze client needs on website.
* Recommend possible solutions for business processes.
* Prepare detailed reports and financial analysis of possible solutions for the client.

*November 2015 – May 2018*

**UPS – Package Handler**

Participation in the MetroCollege Program

Responsibilities:

* Worked nightshift 25 hours a week while attending school full time
* Ability to work to complete assigned tasks within a strict time constraint