| Vannessa Eworo  IT Support Specialist | horizontal line Vannessa Eworo 275 Brisdale Dr,  Brampton, ON L7A 3C7  123.456.7890  vannessaeworo@gmail.com |
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| **ㅡ** **Skills** | horizontal line  - Proficient in business analysis techniques such as SWOT analysis, process modeling, and requirements gathering  - Strong understanding of information systems and technologies including ERP systems, CRM systems, and business intelligence tools  - Experience in project management methodologies such as Agile and Waterfall  - Skilled in data analysis and reporting using tools like Microsoft Excel, SQL, and Tableau  - Excellent communication and interpersonal skills, with the ability to collaborate effectively with cross-functional teams  - Strong problem-solving abilities with a keen attention to detail |
| **ㅡ** **Experience** | horizontal line Samsung / IT SpecialistMONTH 2015 - MONTH 2022, Derry Road West, Mississauga, Ontario, L5N 0B9. - Provided technical support to end-users, troubleshooting hardware and software issues to ensure minimal disruption to business operations  - Installed, configured, and maintained computer systems, peripherals, and software applications  - Assisted in the development and implementation of IT policies and procedures to ensure the security and integrity of systems and data  - Conducted user training sessions on new technologies and software applications  - Managed inventory of IT assets and equipment, ensuring accurate records and timely replenishment |
| **ㅡ** **Education** | horizontal line  Schulich School of business / Bachelor of Science in Business Technology MONTH 2010 - MONTH 2014, North York,ON Bachelor of Science in Business Technology  Schulich School of Business,North York, ON |
| **ㅡ** **Awards** | horizontal line  - Certified Business Analysis Professional (CBAP)  - Agile Certified Practitioner (ACP)  - Microsoft Certified: Azure Fundamentals |