

IT Support Desk Engineer IT Support Desk Engineer IT Support Desk Engineer - Booking.com  
Kirkland, WA Work Experience IT Support Desk Engineer Booking.com - Bellevue, WA December  
2016 to Present Provided second line response for users requiring assistance with information  
technology issues and problems. Tracked issue resolutions by updating an internal  
knowledgebase and/or communicating findings with relevant business units. Provides technical  
assistance in identifying, evaluating and developing systems and procedures that are cost effective  
and meet user requirements. Designed workflows and procedures to improve and promote quality.

Work closely with stakeholders to define parameters, then translate customer needs into formal  
requirements, using knowledge of the industry and delivery methodology. Developed a Kiosk  
solution that was used to lock down testing machines used by future employees Support Desk  
Administrator Booking.com - Bellevue, WA May 2014 to December 2016 Provided first line  
response for users requiring assistance with information technology issues and problems.

Responded to requests for technical assistance by phone and email. Installed and configured  
workstations based on company needs and requirements. Facilitate training sessions on systems  
use and troubleshooting for new and existing staff. Junior Systems Administrator Redwire Services  
LLC - Seattle, WA July 2013 to March 2014 Acted as an Office Assistant that maintained day to  
day office tasks Setup and configured Windows workstations that were to be deployed.

Maintained, configured and updated Windows based server infrastructures hosted in Amazon Web  
Services Education Bachelor's in Information Technology Security Western Governors University -  
Salt Lake City, UT July 2019 Skills Amazon web services, Python, Web services, Active directory,  
Cisco, Hyper-v, Ios, Bash, Linux, Sql, Windows 7, Ms windows 7, Microsoft office, Microsoft office  
2010, Office 2010, Mac, Mac os Certifications/Licenses CCNA Security CCNA Routing and  
Switching Linux+ Security+ Project+ LPIC-1 Additional Information TECHNICAL SKILLS SUMMARY

Systems: MS Windows 7/8.1/10, Mac OS X, Amazon Web Services, Linux, Hyper-V, Languages:  
Python, Cisco IOS, Powershell, SQL, Bash Software: System Center Configuration Manager 2012,  
JAMF Casper Suite, Active Directory, IPAM, Windows Configuration Designer Applications:  
Microsoft Office 2010-2013, Google Apps Suite

Name: Tina Nunez

Email: vjimenez@example.net

Phone: 509.679.3901x92998