

IT Analyst IT Analyst IT Support Technician Fitchburg, MA Authorized to work in the US for any employer Work Experience IT Analyst Nasoya Foods USA - Ayer, MA October 2018 to Present Maintains all IT systems Recommends purchasing of new equipment and infrastructure to support business function Provides desktop support to end users Tech Support / Network Infrastructure Analyst Spencer Technologies - Northboro, MA April 2018 to Present Configured networking software for retail clients. Provided technical support to business users, including troubleshooting desktop and networking hardware. Lead Account Manager Cydcor - Natick, MA August 2017 to February 2018 Led And trained a team of 6 employees Provided Customer Service, via phone calls and in-person consultation. Assistant Manager/Delivery Driver Domino's Pizza - Springfield, MA August 2013 to July 2017 Provided Customer Service Ran shifts, including management of co-workers Database Administrator A Duie Pyle - Devens, MA January 2016 to January 2017 Maintained product records in proprietary database Entered warehouse inventory information into SAP database Ensured data accuracy from inbound and outbound deliveries Provided desktop and hardware support for co-workers Medical Records Coordinator Regional Home Care - Leominster, MA August 2014 to December 2015 Education Master's in Information Technology Southern New Hampshire University - Manchester, NH July 2018 to July 2019 Bachelor of Science in Information Technology Southern New Hampshire University - Manchester, NH June 2017 to July 2018 Associate of Science in Information Technology Southern New Hampshire University - Manchester, NH June 2014 to June 2017 Skills Tech Support, Help Desk, Customer Service, Call Center, Active Directory

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