

Digital Support Specialist Digital Support Specialist Digital Support Specialist - American Marketing & Publishing Work Experience Digital Support Specialist American Marketing & Publishing - DeKalb, IL November 2018 to Present Present Goal: Support customers and sales representatives alike with digital marketing solutions Value: Minimize customer dissatisfaction and encourage subscription renewals Contribution: Maintain support email box for OPTIMA digital marketing program Track and solve open cases regarding customer's online business listings Function as liaison between digital fulfillment team and digital sales representatives Project Analyst Mystique Consulting - Vance, AL January 2018 to May 2018 Vance, AL Goal: Defined requirements and deliver service throughout creation of new legal entity January 2018 - May 2018 Value: Allowed for minimal disruption of work during transition period between Mercedes-Benz and new entity Contribution: Defined structure and implement regression test structure in HP Application Lifecycle Management (ALM) Maintained project plan and reported on key milestones and progress Revised service level agreements contracts Managed cost estimate and tracked purchase orders for IT services, infrastructure, and equipment Defined technical requirements, managed vendors, oversaw facility readiness, and documented project Training Coordinator / Project Manager OPT, Mercedes-Benz U.S. International - Vance, AL January 2017 to December 2017 Goal: Defined requirements for and catalyzed training for implementation of new SAP system Value: Allowed for minimal interruption to Mercedes-Benz during system transition period Contribution: Organized and managed training locations and schedules for more than 1,700 Mercedes team members Organized and managed 15 external training team members, both on site and off-shore Procured, managed, and supported more than 160 training devices and peripherals Provided troubleshooting for network, hardware and software issues during training Developed SAP key performance indicator webpage (KPIWeb) pilot and defined requirements for permanent .NET solution Project Manager OPT, Mercedes-Benz U.S. International - Vance, AL August 2016 to January 2017 Goal: Created and followed a plan to add new media technology to caf areas based on client requirements and expectations Value: Determined need and deployed new IT equipment used in HR compliance training plant wide Contribution: Designed plan of caf technology to fit the client's needs Delegated tasks

appropriately throughout project team based on member strengths and availability Created and showcased 3D designs of conference rooms for advanced equipment planning Health IT Technician University Medical Center - Tuscaloosa, AL March 2016 to August 2016 Goal: Deployed and supported technology for 50+ personnel using electronic health records systems Value: Allowed for diminished patient care down time through quick response and exceptional customer care Contribution: Developed and supported Windows 7 and 10 system images compliant with HIPAA regulations Resolved on average 20 tickets per day Provided troubleshooting and resolution for network compatibility issues during Windows 10 rollout Integrated and supported Mac OS X, iOS, and various Android devices for use in clinical setting Supported new and legacy devices and software in clinical environment Trained 50+ users on Windows fixes and patches Supported both company-owned assets and user-owned assets remotely using BOMGAR Education Bachelor's in Data Analytics in Data Analytics Southern New Hampshire University December 2020 Skills Help Desk, Desktop Support, Service Desk, MAC, Active Directory, Tech Support Links <http://www.linkedin.com/in/zryork> Assessments Basic Computer Skills: PC Expert May 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/xh-ljlec1oeioobn Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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