

IT support IT support IT support La Grange, KY Looking for part time work to continue my career in IT while still making my child a priority by picking him up from school in the afternoon. Work Experience IT support CORNERSTONE - Lebanon, OH November 2013 to January 2014 Lebanon, OH November 2013 - January 2014 IT Helpdesk (tried going back to work, but quit to continue to be with my baby) IT support for fragrance and flavorings company Active Directory and Exchange 2008 Support of hardware, software & printer issues with users both pc and mac Maintain card reader system Responsible for both Office and Production areas Network Administrator HORAN & ASSOCIATES - Cincinnati, OH November 2011 to July 2012 System Administration of Active Directory and Exchange 2008 Replace/upgrade older desktops and laptops while restoring users information and 3rd party brokerage programs Assist IT Director in both Cincinnati and Dayton offices Manage Comdial phone system, iPad and mobile phone support Maintain system performance by system monitoring Copier support and daily maintenance IT Helpdesk / Building Lead SUGAR CREEK PACKING - Dayton, OH September 2011 to November 2011 Work as the sole IT person in the Dayton facility as well as answering helpdesk calls for all locations, including rotating on-call schedule. Dell laptop and desktop support along with other equipment such as iPhone and iPad Milestone XProtect Video Surveillance maintenance Active Directory and Exchange additions/changes/deletions Office 2007 & 2010 support Printer troubleshooting and maintenance Production line RF units troubleshooting Videoconferencing setup and support Computer Technician/Technical Support OHIO EDUCATION ASSOCIATION - Columbus, OH May 2008 to September 2011 Successful support of hardware, software & printer issues with users both pc and mac Support coverage by phone, email & in person IT support for HQ and 24 field offices Maintain Active Directory including user accounts & group policy Telephony support (Install, maintain, changes to VOIP phones) SharePoint Designer including: creation of workflows & changes to intranet Maintain daily data backup procedures Trainer for organization including: Windows 7, Microsoft Office 2007 and 2010 Keep inventory of all hardware and software license renewal dates Support of audio/visual equipment Interface with contractors & vendors as needed Invoicing for the department Ability to work on multiple projects/assignments simultaneously and

completing assigned tasks accurately and on a timely basis, and work independently and in a project/team environment Administrative Secretary Labor Relations Consultants October 2003 to May 2008 Confidential assistant for 2 Labor Relations Consultants requiring independent judgment

Type local association contracts, arbitration briefs, grievances, meeting minutes, and business letters Compose periodic reports, charts, newsletters, and salary schedules Organize and maintain files, meetings, and coordinate work priorities and maintain workflow Education Bachelor's Degree in Information Technology in Data Management CAPELLA UNIVERSITY - Minneapolis, MN March 2019 Certificate UNIVERSITY OF CENTRAL FLORIDA - Orlando, FL June 2016 to December 2016 Associate's Degree in Computer Networking in KNOWLEDGE OF THE FORCE BROWN MACKIE COLLEGE - Cincinnati, OH January 2001 to January 2003 Skills Help Desk, Active Directory, Desktop Support Certifications/Licenses Network+ Certification October 2018 A+ Certified September 2018

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