IT Support IT Support IT Support - Basic ITS Washington, IL Work Experience IT Support Basic ITS - Washington, IL January 2018 to May 2018 Provide IT support as needed for a large-scale deployment project. Image and prepare PCs based on client specifications. Desktop Support Apex Systems - Mossville, IL April 2017 to January 2018 Mossville, IL Desktop Support (Apr 2017 - Jan 2018) Provide Level 1 & Level 2 PC-based IT support for employees of our client's facilities. Perform troubleshooting, break/fix, parts replacement, system upgrades and basic deployments & repair on Client Assets in campus/remote locations. Identify issues that could adversely impact End Users and follow through on action steps Escalate to Site Lead on issues that impact End Users and/or entire operation at a given site. Information Security Specialist Hinduja Global Solutions - Peoria, IL March 2015 to January 2017 Responsible for ensuring all employees follow HGS security and compliance standards. Developed and delivered weekly reports for executive leadership. Wrote and reviewed information security policies and procedures. Team Leader Hinduja Global Solutions - Peoria, IL October 2012 to September 2013 Handled daily leadership responsibilities including training agents on CRM, monitoring performance metrics, evaluating calls and providing feedback, ensuring compliance to account standards, handling escalated calls, and generating daily reports in excel. Senior Software Engineer Accenture Technology Solutions - St. Louis, MO April 2006 to May 2011 Software Developer Accenture Technology Solutions February 2009 to November 2010 Wrote and reviewed PL/SQL, SQL, and C code for client application. Completed formal testing activities for all stages of the system development life cycle. Created design documentation, UAT cases, and other technical documentation using Microsoft Office applications. Project Coordinator Accenture Technology Solutions April 2007 to January 2009 Coordinated rapid development IT projects for the client's online ordering system. Gathered project requirements from the client and created requirements documentation. Provided technical support to client development teams. Created and maintained test plans and test data, and validated testing results. IT Analyst Accenture Technology Solutions December 2006 to April 2007 Provided support including analysis, maintenance, troubleshooting, testing, and tracking trouble tickets for software applications used by client business team. Created training materials and

support documentation for client software.   Content Management (Aug 2006 - Dec 2006)   Created and maintained content for the FAQ section of the client's website. Education Bachelor of Science in Information Systems Illinois State University - Normal, IL December 2005 Skills Desktop Support, Active Directory, Service Desk, Help Desk, Tech Support Assessments Basic Computer Skills: PC Highly Proficient April 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/cr8ug-xrmkg2ld7w Data Analysis   Expert April 2019 Measures a candidate's skill in interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data. Full results: https://share.indeedassessments.com/share_assignment/gwepdqdky0wilwkp Project Management Skills: Time Management   Expert May 2019 Measures a candidate's ability to prioritize and allocate time to effectively achieve project deliverables. Full results: https://share.indeedassessments.com/share_assignment/xirhud5ie-mt3nc8 Attention to Detail Highly Proficient July 2019 Identifying differences in materials, following instructions, and detecting details among distracting information. Full results: https://share.indeedassessments.com/share_assignment/uith35zpob0ilijl   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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