

Technical Support Specialist II Technical Support Specialist II Work Experience Technical Support Specialist II precisioneffect - Boston, MA May 2017 to Present Manager of technology and technical support within the Boston office of about 120 employees Ensures equipment, software, and security run smoothly and are up-to-date for efficient productivity Sets up all new hire computers and technology of user desk-space of the Boston office Provides additional support to multiple company locations; California, New Jersey, London, etc. Maintain users, computers, security groups, and distribution groups within Active Directory Users and Computers Organized and led meetings to get employees familiarized with our deployed software and hardware Create documentation to keep efficient workflow and for convenient IT support management Makes sure that conference rooms are consistently up and running for daily meetings Web Developer Boston University - Boston, MA November 2016 to April 2017 Created and ensured functionality of Boston University's 2017 Summer semester website Updated SEO meta tags on Adobe Dreamweaver and WordPress sites to maximize website traffic Utilized multiple web development languages: JavaScript, J Query, CSS3, HTML5, XML, and Bootstrap Contributed in creating/modifying the web page contents for multiple departments of Boston University Worked with MailChimp to send out emails to specific groups of the university in a timely manner Help Desk Specialist Wentworth Institute of Technology - Boston, MA September 2013 to August 2016 Assisted students and faculty with technical difficulties, remotely and in-person Repaired parts of laptops, loaned out media equipment, and administered software for clientele Managed ticketing system, Track-It, so that all requests were handled in a timely manner Education Bachelor of Science in Computer Science in Computer Networking Wentworth Institute of Technology - Boston, MA August 2012 to August 2016 Skills Technical support, Exchange, Javascript, Bootstrap, Android, Html5, Ios, Active directory, Sql, Software troubleshooting, Migrations, Microsoft exchange, Macos, Microsoft windows Links <http://linkedin.com/in/emilytd> Additional Information Technical Skills Operating Systems: macOS, Microsoft Windows, iOS, Android Language Experience: HTML5, CSS3, Bootstrap, SQL, JavaScript, Python3 Technical Support: Ticketing Systems, Active Directory, Microsoft Exchange, Office365 Administration, Cable Management, Office Moves, Account Migrations,

Hardware/Software Troubleshooting, G Suite, Conference Room A/V Setups

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