

IT Support Analyst IT Support Analyst United States Arlington, TX Seeking a position as a library aide. Authorized to work in the US for any employer Work Experience IT Support Analyst Infosys - Overland Park, KS August 2017 to May 2019 Provided application support for the Documentum platform in a production level environment. Resolved technical issues (e.g. login, visual bugs) for end users. Provided system administration that included managing user/content security. Fielded end user requirements and client requests for upcoming updates, patches, and different configurations. Associate Software Developer Revature - Reston, VA May 2017 to August 2017 Worked in an Agile environment to develop internal applications that included a ride-sharing app and a reimbursement system. Built responsive and dynamic web pages with FreeMarker, Bootstrap, AngularJS and jQuery. Implemented business logic through JDBC. Managed relational databases with technologies ranging from PL/SQL to Spring Data. Education Bachelor's in Computer Science Cornell College - Mount Vernon, IA August 2013 to May 2016 Skills Tech Support (2 years), Microsoft Office (3 years), Public Speaking (5 years), Java (2 years), Content Management Systems (2 years), Microsoft Excel, Microsoft Word, fast learner, Outlook Links <https://www.linkedin.com/in/theresa-dinh94/> Assessments Email Expert July 2019 Measures a candidate's ability to effectively compose and organize email messages. Full results: [https://share.indeedassessments.com/share\\_assignment/xeauqlkm-j11hgwq](https://share.indeedassessments.com/share_assignment/xeauqlkm-j11hgwq) Problem Solving Expert July 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: [https://share.indeedassessments.com/share\\_assignment/sj2fqxyjeetxptt](https://share.indeedassessments.com/share_assignment/sj2fqxyjeetxptt) Critical Thinking Expert July 2019 Using logic to solve problems. Full results: [https://share.indeedassessments.com/share\\_assignment/3-8wao8xq8djeo7f](https://share.indeedassessments.com/share_assignment/3-8wao8xq8djeo7f) Basic Word Processing with Microsoft Word Expert July 2019 Measures a candidate's knowledge of basic Microsoft Word techniques for word processing, including the use of tools to format or edit text. Full results: [https://share.indeedassessments.com/share\\_assignment/gbchm4u95ryk7mfp](https://share.indeedassessments.com/share_assignment/gbchm4u95ryk7mfp) Verbal Communication Highly Proficient July 2019 Speaking clearly, correctly, and concisely. Full results: [https://share.indeedassessments.com/share\\_assignment/bhgum-cd3imwgwsf](https://share.indeedassessments.com/share_assignment/bhgum-cd3imwgwsf) Scheduling Highly Proficient July 2019 Cross-references agendas and itineraries to avoid scheduling conflicts. Full

results: [https://share.indeedassessments.com/share\\_assignment/rebfgxtfavhe9g8y](https://share.indeedassessments.com/share_assignment/rebfgxtfavhe9g8y) 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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