End User Services/ Project Manager End User Services/Project Manager End User Services/ Project Manager Phoenix, AZ A dedicated and thorough Information Technology Technician who understands the importance of a strong work ethic. Driven and self-motivated to achieve goals, effective in completing complex tasks, and a desire to learn from and teach others. Authorized to work in the US for any employer Work Experience End User Services/ Project Manager Dignity Health/NTT Data April 2019 to July 2019 Assigned with the Deployment of the Win10 OS to ~2,000 Desktops and Laptops throughout the Mercy Gilbert Hospital, afterwards moved to a project involving Cisco ISE, which involved collecting several hundred IP Addresses and MAC's for different medical devices. Account Admin Summit October 2018 to March 2019 Assigned with the creation, management, and delegation of new and prior-made accounts for employees. Assigned with interviewing and training new employees for the position. IT Service Technician Massage Envy June 2018 to October 2018 Signed on as a project contractor to implement a new software system to the company.  Helped in overseeing the switch to improve support for 1000+ locations. IT Specialist U.S. Army July 2014 to March 2018 Trained 120+ soldiers to 100% understanding on a new version of classified encryption in under a month. Established VLAN within the site router stack in under 24 hours. Served as a first point of contact for soldiers with IT related issues. Education CCNA Signal School - Fort Gordon, GA February 2015 to August 2015 High School Diploma Spanaway Lake High School August 2010 to May 2014 Skills Army, Cisco, It Specialist, Information Technology, Network Support Military Service Branch: United States Army Rank: SPC Certifications/Licenses Security+ December 2017 to Present Network+ April 2015 to Present A+ Certified May 2016 to Present CCNA June 2015 to Present CCNP June 2016 to Present Assessments Technical Support Skills  Highly Proficient March 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/shl-qsidrnh3cqjp  Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Amy Lopez

Email: petersrhonda@example.com

Phone: 945.227.0129