

IT Specialist IT Specialist IT Specialist - Lockton Companies Austin, TX Energetic college grad with a BBA in Marketing and 3 years of experience in Information Technology ( IT). Looking for a mid-level position where I can expand my passion for IT while, preferably, leveraging my Marketing education. Areas of particular interest include the following: Data Analysis Analysis of big data in support of marketing, sales, and corporate growth initiatives Data Analysis Analysis of data sets in support of financial operations, planning, audit, or related areas Hardware Support technical support, system installation, configuration, network support, service desk Software Support technical support, system administration, data base administration, service desk Telecommunications Support-technical support, mobile support, office communication, service desk IT Projects project planning, coordination, monitoring, status reporting, communication/ meeting support Financial Systems Support ERP accounting systems operation, administration, support, analysis, Excel Business Analysis application administration, user support, requirements definition, training, technical writing, repository management Authorized to work in the US for any employer

Work Experience IT Specialist Lockton Companies - Dallas, TX May 2015 to Present Helpdesk support for over 400 associates including hardware, software, and mobile Help manage Virtual environment throughout the Dallas, Fort Worth, Edina, and Detroit offices. Became the lead of the IT team within 4 months and began helping my manager delegate tasks and keep the team focused on the projects and daily duties Point of contact for all telecommunication related issues in the office Set up new offices including server racks, networking, PCs, printers, and telecommunications Continued gaining experience in customer service by working with associates face to face and remotely Built strong communication skills with my team and other teams in different offices within the same company Portfolio Analyst Exeter Finance Corp - Irving, TX September 2013 to December 2014 Learned how to produce analytical reports using the Statistical Analysis System (SAS) tool suite Used SAS to produce financial portfolio performance reports seen throughout the company Used SAS and Microsoft Excel to build vital collections and customer service reports that were distributed and used for daily operations Analyzed data from the company databases to help create new strategies to improve company operations in the area of collections Completed various ad hoc

requests from variety of departments such as human resources, legal, and the customer service unit

Junior Project Manager Premier Logitech - Grand Prairie, TX June 2011 to August 2013 Managed projects of Dell computer deployments throughout Texas Managed teams of technicians inside schools and across Texas Led break-fix projects that involved refurbishing laptop/tablets, running the call center, and working in the call center. Imaged and deployed Dell computers for schools and office buildings Gained experience in customer service by working face to face with IT coordinators

Education Bachelor of Business Administration in Marketing Texas Tech University - Lubbock, TX 2007 to 2011 Skills Microsoft Office (4 years), SAS (1 year), Computer Hardware (4 years), Computer Repair (4 years) Additional Information Skills: Citrix; Active Directory; Exchange Management Console; Avaya Site Administration; Avaya Communicator; Airwatch Enterprise Mobility Management; VNC Remote Software; Statistical Analysis System (SAS); Microsoft EXCEL; Microsoft WORD; Microsoft POWERPOINT; Microsoft Outlook configuration; Dragon speech-recognition software installation; Ricoh multi-function office printer installations (15 in 4 locations) and configuration; Dell laptop builds (imaged 200+ units a day); i-phone configurations (10+); and PC hardware break-fix (100+).

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