

IT - Help Desk Analyst IT - Help Desk Analyst IT - Help Desk Analyst Easton, PA High-performing, strategic-thinking IT specialist with 3 years of experience in application support and project management. Experienced at managing projects from requirements gathering/need identification phase through completion. Exceptional writing, presenting, and interpersonal communication skills with the ability to prioritize and delegate tasks effectively to ensure timely project accomplishment within a team environment. Authorized to work in the US for any employer Work Experience IT - Help Desk Analyst Keyfood Co-op - New York, NY March 2017 to September 2017 Set up network at store level Work closely and efficiently with IT field techs to ensure network is up and running Respond to store owner/ manager inquiries about store network Set up store Hand Helds, POS, printers Effectively communicate, work and resolve any issues with store's ISPs Maintain APs and Cradle points remotely Ensure network is running on primary and never on back up IT - Application Support/ Jr. Project Mgr Capify - New York, NY September 2015 to December 2016 Managed full cycle of IT projects from data gathering to system implementation Led meetings to gather requirements from business stakeholders for all technology development projects Analyzed data gathered and rendered business requirements into specific actionable specs for the development team Provided user acceptance on behalf of the business units for all major deployments Provided post deployment training to business staff on new features built Provided thorough support and problem resolution for internal users On-call for overseas support - Australia and UK IT Support Specialist Vector Media - New York, NY January 2015 to September 2015 Support internal users with business applications i.e gmail, Dropbox, Adobe Creative Suite Set up new users through active directory Build portable WiFi boxes to be installed in buses - Hampton Jitney City SightSeeing Organize/Order inventory - components for portable WiFi builds Meet with clients to schedule installations or fix portable WiFi builds With Meraki's Cloud Management (access points) - Set up networks, white/black list, restrict bandwidth and monitor performance for WiFi users Client Account Manager Capify - New York, NY November 2013 to January 2015 Oversee all aspects in the process of applications Follow through completion of application to funding of business capital Respond to client's inquiries via email/phone Effectively

communicate with internal departments Work with underwriters and finalize offer to present
Contact clients to present final business capital offer and ensure funding Education Networking
Technology TCI College of Technology - New York, NY Networking Technology Queensborough
Community College - Bayside, NY Skills Bilingual (English, Spanish) (10+ years), Cisco/Meraki
Cloud Management (Less than 1 year), MS Office (5 years), Project Management (2 years), Staff
Training (2 years), Deployment Quality Assurance (2 years)

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