

Client Technical Analyst II Client Technical Analyst II Client Technical Analyst II - CDK Global Dayton, KY I am uniquely qualified to creative solutions to complex issues. I am equally skilled at explaining those issues and solutions in simple term. I will use these skills as a sucessful employee and team member. Work Experience Client Technical Analyst II CDK Global - Cincinnati, OH 2016 to Present Subject matter expert for several classes in the US and abroad. Sole Fixed-ops analyst on Sundays for our biggest clients. Fixed client errors. Educated clients on best practices. Owner/sole employee KY computer help - Dayton, KY 2012 to 2016 Basic computer troubleshooting. Training and technical consulting. Web design. Technical Support Analyst Kalio - Covington, KY 2011 to 2012 Fixed client errors. Educaed clients on software features. Gave clients insights into best practices. Website troubleshooting. After-hours on call for 40+ clients. Client Support Analyst Cengage Learning - Independence, KY 2010 to 2011 Assisted users with educational software and access. Communicated with product owners and authors. Granted access to software as appropriate. Medical Center IT Security Staff Associate University of Kentucky Medical Center - Lexington, KY 2006 to 2010 Granted access to applications. Revoked access to applications. Granted and revoked access to file shares. Resolved access issues. Gave presentations on IT security in an medical center. Education Liberal Arts Lexington Community College - Lexington, KY 2004 Assessments Verbal Communication Highly Proficient May 2019 Measures a candidate's ability to effectively convey information when speaking. Full results: https://share.indeedassessments.com/share_assignment/20ncw0w7ey619scp 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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