

Manage administrator access to all systems Manage administrator access to all systems Manage administrator access to all systems - LevelUp Work Experience Manage administrator access to all systems LevelUp - Boston, MA 2017 to Present improving all efficiencies and redundancies, diagnose and fix employee related problems related to hardware or software systems access, maintain inventory levels of employee equipment and proactively manage software licenses, own all relationships with hardware and software vendors, assist the team as a whole in improving processes and documenting policies, implement new technologies with a strong sense of urgency and prioritization, communicate exceptionally with all types of employees; technical and non-technical. Event Manager Northeastern University - Boston, MA 2016 to 2017 Coordinated with clients to plan and execute all details of events, calculated budgets and payroll weekly, ensured all staff was adequately prepared for the event, managed staff day of event, ensured that all events run as smoothly as possible and ensure that any and all issues that may have arisen were taken care of swiftly and promptly, ensured that all staff members were aware of all details for upcoming events via various software programs and communications. Genius, Apple - Boston, MA 2014 to 2017 Utilized personal and professional problem-solving and people skills to ensure swift resolutions to technical problems, provided advice and technical support to customers in need, educated internal and external customers about products, continuously completed trainings to keep up to date on all technical and other company wide information, engaged with customers on a daily basis to support any and all technical needs, diagnosed and repaired technical hardware and software issues. Education Bachelors of Science in Arts, Entertainment, and Media Bay State College - Boston, MA 2014 Skills Technical support, Event planning, Print marketing, Marketing, Mac, Mac os Additional Information S K IL LS Event planning & execution Technical support skills Event management Mac OS proficient Salesforce proficient Microsoft suite proficient Strong & consistent communication Google Suite proficient Print marketing Social media

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