

<b>Profile</b>	<ul style="list-style-type: none"> <li>● <b>Great Bay Community College, Class of 2020</b> Associates degree in Information Systems Technologies, graduated with honors</li> <li>● <b>Plymouth State University, Class of 2015</b> Bachelors of Arts Degree in Communication and Media studies</li> </ul>	
<b>Employment</b>	<p><b><i>Wright &amp; McGill, Denver CO</i></b></p> <p><b>IT Support Analyst</b></p> <ul style="list-style-type: none"> <li>● Onsite Systems Admin/Help Desk role for a large manufacturer</li> <li>● Assist non technical users with IT issues and/or upgrades</li> <li>● Experience with MS O365, Apple Business Manager, Oracle ERP, Warehouse Barcode Scanners, Tape server Backup systems,</li> </ul> <p><b><i>TEKsystems, Greenwood village CO</i></b></p> <p><b>Tier 1 Helpdesk Technician Contractor</b></p> <ul style="list-style-type: none"> <li>● Completed two remote contracts for Epic Resorts and SRKconsulting</li> <li>● Experience with Active Directory, O365 suite, ticketing systems, cloud storage, virtual and general IT troubleshooting</li> </ul> <p><b><i>Pentucket Bank, Haverhill MA</i></b></p> <p><b>Tier 1 Helpdesk Technician</b></p> <ul style="list-style-type: none"> <li>● Assist the IT support team with end user support and documentation</li> <li>● Collaborate on infrastructure and hardware upgrades</li> <li>● Experience with Active Directory, Domain Controllers and Regulatory Compliance (FDIC regs), Network, Security (Sophos)</li> </ul> <p><b><i>International Association of Privacy Professionals, Portsmouth NH</i></b></p> <p><b>Summer internship program, IT support</b></p> <ul style="list-style-type: none"> <li>● Assist the IT support team with end user support and documentation</li> <li>● Facilitate the implementation of breakfixes and installations</li> <li>● Experience with Jira, Salesforce, Zoom and Data Privacy regulations</li> </ul>	<p><i>April 2022- Sep 2022</i></p> <p><i>Dec 2021- March 2022</i></p> <p><i>Feb 2020- July 2020</i></p> <p><i>Summer 2019</i></p>
<b>Education</b>	<p><b><i>Denver University Coding Bootcamp, Denver CO (online)</i></b></p> <p>6 Month Full Stack Coding Bootcamp Certificate</p> <p>Experience in HTML, CSS, APIs, Javascript, Node.js, Express.js, React.js, MySQL, MongoDB and more</p> <p><b><i>Great Bay Community College, Portsmouth, NH</i></b></p> <p>Class of 2020- Associates degree in Information Systems Technologies</p> <p>Experience with MS Office 365, Hardware, VMware, Windows/Linux, Win Defender/Norton365, Networking, Security, and Python Programing</p> <p><b><i>Plymouth State University, Plymouth, NH</i></b></p> <p>Bachelor of Arts degree</p> <p>Communication Studies Major with an option in Film and Media</p> <p>Anthropology/Sociology Minor</p>	<p><i>2022-2023</i></p> <p><i>2018-2020</i></p> <p><i>2011-2015</i></p>
<b>References</b>	<p>Doug Graham - IT Manager, Wright &amp; McGill</p> <p>Kevin Frasure- Contract manager, TEKsystems</p> <p>Robert Glosner - CIO, Pentucket Bank</p> <p>Mark Valliare- IT Operations , IAPP</p>	<p>1(303)324-1329</p> <p>1(970)797-3455</p> <p>1(978)556-5505</p> <p>mvalliare@iapp.org</p>