

Alina Rudimenko

IT Consultant - 4+ Years Experience

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Personable IT consultant with 4+ years expertise in a fast-paced global tech firm. Achieved company-best quality satisfaction rating according to internal review (99.76%). Seeking to advance my career by growing with the Lansing team and company.

Experience

- 2015-01 - 2017-12

IT Specialist

AWS, New York, NY

Key IT Qualifications & Responsibilities

 - Coached newly-hired IT specialists on advanced technical procedures.
 - Assisted clients with diagnosis of software and hardware issues.
 - Encouraged timely and relevant upgrades for clients' products.

Key IT Achievements

 - Identified new parts-ordering solution, led to 17% wait time reduction.
 - Assisted IT director with admin apps, reducing workload by 19%
- 2013-01 - 2015-01

Help Desk Agent

The Kall Center, New York, NY

Key IT Responsibilities

 - Coached support agents on technical duties and managed training.
 - Encouraged email and phone clients to make software-pairing decisions.
 - Instituted customer survey to assess software demand.

Key IT Achievements

 - Identified ticketing management solution, led to 18% queue reduction.
 - Assisted IT manager as client liaison on updates, reducing workload 49%

Education

- 2007-09 - 2012-05

BA in Network Administration

City University of New York, New York, NY

3.9 GPA

Skills

Agile Development	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
Cloud Management	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Intermediate</div>
Devops Debugger 5000 Use	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Intermediate</div>
Data Synchronization	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Working Proficiency</div>
UI / UX	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Working Proficiency</div>