

Alina Rudimenko

IT Consultant - 4+ Years Experience

Address 350 5th Ave

New York, NY 10118

Phone 718-708-1622

E-mail alina.rudimenko@gmail.com

LinkedIn linkedin.com/in/alinarudimenko

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



Advanced

Cloud Management



Intermediate

Devops Debugger 5000 Use



Intermediate

Data Synchronization



Working Proficiency

UI / UX



Working Proficiency