

# Amanda Lubin

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## EDUCATION

### Williston State College

*Associate of Science in Information Technology*

**GPA:** 3.7/4.0 **Relevant Coursework:** Implementing Windows Server, MicroComputer Hardware, Professional Writing

**Williston, ND**

Expected 2023

## TECHNICAL SKILLS

**Windows Server(AD,DNS,DHCP,GPO) Operating Systems:** Windows 10,11, Ubuntu, Kali Linux

**Programming Languages:** Basic knowledge in python

**Tools:** Splunk, Nmap, Nessus **GRC:** NIST

## WORK EXPERIENCE

### Data Center Service Technician

*Atlas Power*

**Williston, ND**

May-2023 - August 2023

- Preserve and troubleshoot the infrastructure powering cryptocurrency mining operations.
- Deploy mining devices proficiently to ensure that they are working effectively to achieve departmental targets.
- Upgraded infrastructure components, including CPUs, memory, disk drives, and network cabling, resulting in increased reliability and efficiency of mining operations.
- Analyzed data and identified trends and relationships among variables to provide significant analysis and recommendations of critical business process

### IT Help Desk

*Williston State College*

**Williston, ND**

Jan 2023 – May 2023

- Resolved IT support requests from students, resulting in increased satisfaction levels.
- Diagnosed and resolved technical problems in computer systems by analyzing data.
- Logged all service requests and updated tickets, enhancing organizational efficiency.
- Assessed, diagnosed and repaired various machines such as desktops, printers, and sorters.
- Installed, configured and maintained computer systems and network connections, fostering seamless system operation.

### Administrative Assistant

*Advent Plumbing LLC*

**Williston, ND**

Jan 2023 – Present

- Managed administrative duties such as filing, copying, and distributing mail, resulting in a streamlined office operation and improved organization.
- Maintained the company's customer database, optimizing data accuracy by 25% and boosting customer relations management.
- Prepared weekly employee payroll documentation using QuickBooks, ensuring that staff were remunerated accurately and on time.
- Perform numerous hardware/software installations, configuration/maintenance of windows OS systems and perpetual hardware.

## SKILLS, ACTIVITIES & INTERESTS

**Languages :** English(Native) Haitian Creole(Native) ASL(Beginner)

**Certifications & Training:** Studying for Security+, Google Project Management, TryHackMe

**Activities:** Program Coordinator(Volunteer)

**Interests:** Reading and plant care