Amanda Lubin

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**EDUCATION**

**Williston State College Williston, ND**

*Associate of Science in Information Technology*  Expected 2023

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

**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**  **Williston, ND**

*Atlas Power* 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, ND**

*Williston State College*  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**  **Williston, ND**

*Advent Plumbing LLC*  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