Jane Doe

City, State | (123) 456-7890 | @gmail.com

EDUCATION

University   City, State

Bachelor of Science in Computer Information Technology   August 2019

EXPERIENCE

Company   City, State

Technology Business Systems Associate   June 2021 - June 2023

- Track vulnerabilities and vulnerability patches for 200+ Windows and Linux based servers using Jira.
- Incorporate strategies with 5+ engineers to coordinate the resolution of vulnerabilities to avoid further escalation.
- Create reports using PowerBI to conduct trend analysis for recurring vulnerabilities.
- Coordinate project plans, schedules and assist with IT technical writing in Confluence.
- Assist with maintenance of information security policies, standards, guidelines based on compliance requirements.

Company   City, State

Loan Documentation Processor   May 2020 – June 2021

- Obtained and verified copies of loan applicants credit histories, financial and employment information.
- Lead virtual training sessions and resolve questions for new Loan Documentation Processors.
- Calculate income to validate that the borrower qualifies for the mortgage.
- Support HMCs in helping to complete a correct loan application.

Company   City, State

Technical Support Representative   January 2019 – May 2020

- Provide fast and efficient customer service to end-users and internal Trimble teams.
- Deliver advanced technical support on problems of diverse scope.
- Maintain updated knowledge of company products and services to better provide customer support and service solutions.

SKILLS & CERTIFICATIONS

Skills: Agile, Jira, Confluence, ServiceNow, PowerBI, Python, SQL, Tableau, Microsoft Office and Excel, Critical Thinking, Leadership, Teamwork, Time Management.

Certifications: Microsoft Azure Fundamentals