Amanda Erakovic

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Nova Scotia

LinkedIn Profile

- Currently enrolled in the Skills for Hire Atlantic Data Analytics program, and recognized as student of the month in April (**link to article**).
- IT professional with 10 years of experience in IT support and IT infrastructure.
- Analytical, troubleshooting, and problem-solving mindset.
- Exceptional written and verbal communication.
- Committed to continuous learning, professional development, and personal growth.

Professional Experience

Progressive Pandas IT Solutions
Information Technology Consultant   July 2022 – Present
- Created, and modified reports, visualizations, and dashboards using **Power BI** and **Tableau**.
- Evaluated business requirements, recognized possibilities to enhance business services, and identified opportunities to reduce operational costs.
- Provided expertise in a broad range of technologies to managers, directors, and other senior staff.
- Simplified technical problems, processes, and solutions to explain them effectively to executives, peers, clients, and team members from diverse functional areas.
- Identified priorities, determined available resources, and assigned work to self, peers, and others.
- Established and maintained professional working relationships with a variety of internal and external contacts.
- Managed and configured email encryption, spam filtering, and phishing detection appliances (**Barracuda**, **Proofpoint**, and **Avanan**).
- Implemented enterprise application security access controls, conditional access, multifactor authentication (**Microsoft**, **Duo**, and **Okta**), single sign on (**SAML** and **OAuth**), and self-service password reset.
- Configured printers, printer deployment (via group policy, print servers, Printer Logic, and **PaperCut**), and scanning (to email and folder).
- Configured incident trackers (**Jira**, **SolarWinds**, and **Fresh Desk**) as per requirements for multiple departments.
- Created and maintained disaster recovery, and security policy documentation.

WCG Services
Application Administrator   February 2018 – July 2022
- Assisted in the design, creation, and maintenance of **Microsoft SQL** databases by writing queries, views, and stored procedures in production, test, and development environments.
- Configured, administered, and monitored **Power BI, SQL** (on-prem, and Azure), and **Azure Data Factory**.
- Collaborated with cross-functional teams and stakeholders to gather requirements, understand business needs, design solutions, and plan implementation accordingly.
- Handled multiple competing priorities and met deadlines reliably.
- Communicated clearly and effectively, both verbally and in writing.
- Acted as a point of escalation for tier 2 technicians.

Tier 2 Technician   February 2016 – February 2018
- Provided support and configured a wide range of Microsoft services including **Active Directory** (on-premises and hybrid), **Entra ID, Intune, Exchange** (online, on-premises, and hybrid), **SharePoint Online**, and **Teams**.
- Configured Manage Engine Service Desk to meet requirements for multiple departments.
- Addressed issues and implemented solutions to prevent future occurrences.
- Created and maintained training, administration, and standard operating procedure documentation.
- Handled multiple competing priorities and met deadlines reliably.
- Adapted to learn new ideas, principles, procedures, and concepts in dynamic and rapidly changing environments.

Reliable Controls
Technical Analyst December 2014 – February 2016

• Resolved technical issues involving printers, applications, networking, email, software, and phones.
• Conducted problem identification, investigation, and resolution with the use of diagnostic hardware and software.
• Exercised strong analytical and problem-solving abilities using a logical, systematic, sequential approach with a strong attention to detail.

Training and Education

Data Analytics Program
Digital Nova Scotia – Skills for Hire Atlantic
January 2024 – Present
Program Outline

• Extracted insights, cleaned, and transformed data using **Excel**, **Power BI**, **Tableau**, and **Python**.
• Created, and modified reports, visualizations, and dashboards using **Power BI** and **Tableau**.
• Designed and maintained Microsoft SQL databases by writing queries, views, and stored procedures.

Computer Network Electronics Technician Certificate
Camosun College
September 2013 – July 2014

* References available upon request. *