Aras Vitkus

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EXPERIENCE

IT Support Analyst   Dec 2020 - Present
GreenEcho LLC
* Support over 10,000 users at CED Inc. with hardware and software issues.
* Write queries for users with SQL and Report Writer.
* Troubleshoot proprietary CEDNet tools and software.
* Mobile device, Windows Server, and Fortinet support.
* Write clear technical documentation regarding user issues and appropriate resolution.

Computer Specialist   Jan 2017 - Dec 2020
Independent Contractor
* Tested client websites on a variety of web browsers and devices.
* Maintain and update hardware/software for desktops and laptops.
* Identify and troubleshoot computer issues to find proper solution. Troubleshoot and resolve network issues.

Quality Assurance Analyst   Jan 2016 - Dec 2017
Trade Data Services
* Performed manual black-box testing on Greenbox Trader forex trading web application.
* Followed test plans, test strategy, and performed test executions.
* Analyzed, documented, and reported test results to project manager.

Assistant Manager   Jan 2013 - Dec 2015
The UPS Store
* Handled postal procedures such as package handling and shipping through UPS guidelines. Engaged in store opening and closing
operations, find store solutions for customers.
* Acted as customer service representative.
* Managed daily reports of transactions.

Computer Sales Consultant   Nov 2011 - Jan 2013
OfficeMax
* Promoted from Sales Associate to Consultant to focus on computer related needs and services for customers.
* Diagnose and repair computers customers bring in, recommend upgrades, software install and removal, virus and malware checks,
operating system configuration and upgrades. Help other team members in other departments, perform inventory checks, operate
cash register.
* Find solutions for customer needs and drive sales.

EDUCATION

Bachelor of Science (B.S.) - Computer Science   Sep 2014 - Dec 2017
University of Illinois at Springfield, Springfield, IL

SKILLS

Java, Kotlin, HTML, CSS, MySQL, Quality Assurance, Linux, Technical Support, Android Development, Software Testing