

Adriana L. Lupton

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PROFESSIONAL SUMMARY

A hardworking and reliable employee focused on going above and beyond to support the team and serve customers. Interested in entering a career in IT with my personal and intern experiences. Motivated to continue to learn and grow as a person. Always looking for ways to improve productivity and customer satisfaction.

AREAS OF EXPERIENCE/EXPERTISE

- Microsoft Products (Word, Excel, PowerPoint, Outlook)
- Troubleshooting
- Installing software (IBMi, Adobe)
- Configuring printers and scanners
- Configuring mobile devices
- Imaging Computers

EDUCATION

- Bauxite Highschool Date:2020
- Lyon College Date:2020-2023
- UALR Date:2023

SKILLS/TRAITS

- Responsibility
- Communication
- Cooperation
- Fast Learner
- Outgoing
- Active listener
- Multitasking
- Motivated to learn new things
- Reliable

PROFESSIONAL BACKGROUND

IT Infrastructure

May 2021-August 2021 and May 2022-August 2022

Provided technical support to users by researching and troubleshooting problems. Answered any questions that users had by identifying problems to guide users through the correct steps needed. Maintained and supported workstations, mobile devices, and printers.

- IT Help Desk
 - Imaged computer
 - Installed different software on computers (IBMi, Adobe, printer software)
 - Set-up workstations
 - Configured mobile devices (phones, laptops, Ipads)