

# CINDY XIE

## EDUCATION

### Illinois Institute of Technology

Master of Science, Information Technology & Management

Ant. May 2017

GPA 3.90

### University of Iowa

Bachelor of Arts, English and Creative Writing

Dec 2012

GPA 3.60

### University of Cambridge

English Literature Program Summer Program

Summer 2012

## EXPERIENCE

### Illinois Institute of Technology

April 2016 - Current

#### Technical Support Team Lead & Technician

Elevated operations of 2 offices with 30+ employees including training, hiring, and overhauling asset management system, website, and thorough technical documentation. Documented, allocated, and supervised trouble tickets via Footprints. Supervised 15-20 level 1 support desk employees that provided support for over 8,000 students & staff.

### Cambridge Educational Services

Jun 2016 –Feb 2017

#### Technical Intern & Lead Copywriter

Troubleshoot systems/software issues for an office of 40+ employees. Planned, wrote, and edited operational and instructional manuals for new & existing systems. Created and implemented new ticketing system in office to resolve lack of incident management handling. Oversaw 10-15 copywriters' weekly assignments including white papers and data reports.

### Weichert Realtors First Chicago

Dec 2013 - Current

#### Broker

Completed win-win settlements between different parties by acting as a link between buyers and sellers. Checked final documents for property purchase or sale on behalf of clients.

### Out Impact Magazine

Apr 2013 – Oct 2013

#### Assistant Editor

Arranged and conducted interviews for breaking news stories. Verified proper front-end publishing layouts with editor. Developed story and content ideas, considering reader appeal.

## SKILLS

- End-User Support
- Training and Development
- Systems Configuration
- Software Configuration
- UI/UX Design and Testing
- Information Security
- Root Cause Analysis
- Project Management
- Technical Writing
- XML/HTML/CSS
- Proficient in Chinese & Japanese
- OS: Windows, macOS, Linux, Android
- Software: Microsoft Office Suite, G Suite, Adobe CC Suite, FileMaker, Footprints

## HONORS

Dean's List Recipient

2015 – 2017

MacArthur Grant Funded Ethics Collection Redesign

2016

Edwin H. Lewis Prize for Nonfiction: Second Place

2016

Edwin H. Lewis Prize for Nonfiction: First Place

2015

Author/Illustrator of *Daniel the Daring*

2010