

Aimee Jordan

Technical Specialist II - SIU Credit Union

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IT specialist with 6+ years of professional experience in information systems. Expert with a wide variety of software. Possesses an Bachelor's Degree in Information System Technologies.

Work Experience

Technical Associate - Developer

Southern Illinois University Carbondale - Carbondale, IL

October 2018 to Present

- Supports Student Information Systems ERP tools
- Designs, develops, tests and implements technical solutions that meet University's business objectives
- Analyzes and documents technical solutions developed by the department
- Maintain daily working contacts with departmental management and staff, customer support personnel, as well as external technical consultants and vendors
- Provide assistance for SIS ERP systems to customers
- Assist project coordinators with projects and duties when applicable

Technical Specialist II

SIU Credit Union - Carbondale, IL

June 2016 to Present

- Maintained Windows Server 2008 and components
- Provided training to end users or credit union members in use of systems and applications as directed
- Maintained databases and libraries including system security functions as required
- Performed testing and troubleshooting on PC and Mac computers
- Made minor modifications and updates to the CU HTML- based pages and systems
- Installed or modified data communication systems. Provide technical support and consultation internally and externally in the use of operations of systems
- Investigates new techniques, equipment, and data processing methods. Evaluated technical requirements for new or upgrades in hardware/software
- Designed and maintained systems documentation according to applicable policies and standards. Ensure that documentation meets all security regulations for the credit union
- Maintained active directory for employee accounts
- Developed training materials and procedures as requested
- Remained informed and complies with security procedures
- Maintained inventory and deployment for PCs, phones, printers, and other technical equipment
- Maintained all peripheral equipment for over 150 PCs
- Assisted with maintain of local area networks at 5 branches
- Provided help desk support for over 100 employees
- Imaged and deployed Microsoft operating systems on over 150 PCs as needed
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Office Assistant-Student worker

Southern Illinois University Carbondale - Carbondale, IL

August 2013 to May 2016

- Evaluated incoming freshman's transcripts
- Entered student information in Banner student database
- Navigated through Banner student database to find student information
- Handled incoming mail for office
- Assisted staff in projects such as moving and organizing students files
- Checked students files to make sure all documents were uploaded into Banner

Office Assistant- Student worker

John A. Logan College Learning Resource Center - Carbondale, IL

May 2012 to August 2013

- Managed phone calls for Associate Dean and Director
- Provided clear assistance and direction to professors and students
- Utilized Microsoft Word and Microsoft Excel Applications daily
- Assisted students with online questions
- Copied, collated, and organized documents for office

Facilitator

Hyatt Marion Reservation Center - Marion, IL

December 2007 to August 2009

- Supervised team of 5-20 new hire employees
- Completed Evaluations for team members
- Handled training for all employees
- Implemented new training materials and policies and procedures
- Prepared project documentation when new procedures were rolled out
- modules and workshopsto help new hires and regular employees learn essential skills in the workplace
- Communicated effective customer service and sales skills
- Developed modules and workshops to help new hires and regular employees learn essential skills in the workplace

Education

Bachelor of Applied Science in Applied Science

Southern Illinois University - Carbondale, IL

May 2016

Associate in Science

John A. Logan Community College - Carterville, IL

May 2013

Certificate

John A. Logan Community College - Carterville, IL

August 2007

Skills

- Active Directory
- Software Troubleshooting
- Microsoft Windows Server
- Ellucian
- VoIP
- Customer service
- Research
- Google Docs
- Social media management
- Management
- CRM software
- Google Suite
- Project management
- Linux
- Help Desk
- LAN
- Operating Systems
- Technical Support
- VMWare
- Interviewing
- SharePoint
- Typing
- Sales
- Restaurant experience
- PL/SQL (3 years)
- Document management (5 years)
- System administration (1 year)
- Oracle
- MySQL
- Relational databases
- ERP systems
- Scripting
- Oracle EBS
- Shell Scripting
- Data collection
- Live chat
- Software development
- IT

- Product demos
- Documentation review
- VPN
- Debugging
- IT
- Teaching
- Content creation
- Content management
- Analysis skills
- Customer support (6 years)
- Sales (2 years)
- Retail sales (2 years)
- Communication skills
- Microsoft SQL Server
- SQL Server Management Studio
- APIs
- IT support
- Enterprise software
- Microsoft Access
- Business Requirements
- Sales (2 years)
- Customer service (4 years)
- Regulatory reporting
- Information security
- Data analytics
- Data management
- Medical terminology
- SFTP
- Quantitative research
- Qualitative research
- Project management software

Assessments

Technical support — Familiar

March 2022

Performing software, hardware, and network operations

Full results: [Familiar](#)

Technical support: Customer situations — Familiar

March 2022

Responding to technical support situations with sensitivity

Full results: [Familiar](#)

Attention to detail — Familiar

January 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Familiar](#)

Analyzing data — Proficient

January 2022

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data

Full results: [Proficient](#)

Social media — Familiar

June 2021

Knowledge of popular social media platforms, features, and functions

Full results: [Familiar](#)

Recruiting — Proficient

January 2022

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

Search engine optimization — Familiar

June 2021

Interpreting online website performance metrics and understanding search engine optimization tactics

Full results: [Familiar](#)

Written communication — Proficient

March 2022

Best practices for writing, including grammar, style, clarity, and brevity

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Publications

A “MALE THING”: WHY COLLEGE WOMEN ARE NOT CHOOSING STEM MAJORS Issues in Information Systems Volume 17, Issue III, pp. 155-164, 2016

https://doi.org/10.48009/3_iis_2016_155-164

2016

Research paper published In Scholarly journal