Kathleen S. Anderson

11125 Fontanelle Oaks Lane, Nickerson, NE 68044

Work Experience

**Tech Support Analyst**

Farm Credit Services of America, 2008-Present

* Initial point of contact for employees on the effective use of PC-based hardware, software, web-based systems and mobile phones.
* Lead coordination and installation of new and upgraded desktops, laptops, software, printers, and mobile phones.
* Train employees on mobile hardware (laptops, smartphones). This includes writing and updating user reference tools.
* Perform in a lead role in technical research, planning and implementation of new hardware and software deliverables.
* Develop knowledge level and expertise of networked hardware and/or software specializations and propagate that knowledge and expertise to other team members through daily team collaboration and updating of technical knowledgebase.
* Work closely with vendors regarding product planning, and over-seeing coordination and communication of new product rollout to users.
* Coordinate and facilitate cross-functional workgroups during development, testing and implementation of new hardware/software.

**Technology Coordintaor**

Pender Public Schools, 2006-2008

* Design, Install, and support the District’s local area network.
* Gather data to identify customer needs and then use the information to identify, interpret, and evaluate system and network requirements.
* Provide training to end-users with regard to proprietary software applications, computer security and internet safety.
* Manage technology budget and make recommendations regarding hardware and software upgrades.
* Maintain network hardware and software, analyze problems, and monitor the network to ensure its availability to system users.

**Computer Technician**

Elkhorn Public Schools, 2005-2006

* Provide computer hardware and software support for the local area network.
* Identify, analyze, troubleshoot and resolve technical service requests and network connectivity issues pertaining to routers, servers, switches, hubs, workstations or printers.
* Assist with training and workshops for building level technology facilitators, teachers and administrators.
* Make recommendations regarding hardware and software upgrades.
* Identify and resolve technical issues related to district-wide wireless system.

**Technology Coordinator**

Coleridge Community Schools, 2003-2005

* Maintain, update, and troubleshoot Administrative Software.
* Manage approximately 150 workstations and 4 servers.
* Maintain and update Coleridge High School website.
* Train technology team to assist staff with software issues.

Cont’d.

* Keep administration informed of future staff and school technology needs.
* Member of technology team that focuses on incorporating technology into the curriculum to enhance student learning.

**Technology Assistant/High School Secretary**

Coleridge Community Schools, 1996-2003.

* Performed duties listed above, along with the following:
* Prepared monthly and weekly reports for activities account, downlist, and attendance.
* Created handbooks, programs for concerts, athletic events, and other ceremonies.
* Numerous other responsibilities as well as maintained a positive relationship with students, teachers, administration and parents.

United States Air Force

1980-1984

Education

Northeast Community College, Norfolk, NE

PC Support and Networking, AAS Degree, May, 2005

* Maintained 3.9 GPA while working 25-35 hours per week and enrolled full-time.
* President’s List, Deans List.
* Member of Phi Theta Kappa Honor Society

Related Coursework

* Networking Essentials
* Network Servers
* Cisco Networking I, II, III, IV

Project Work

* Led cross-functional workgroup to evaluate smartphone platform, 2008
* Led workgroup to pilot the use of tethering and USB modems, 2009
* Co-Led cross-functional workgroup to migrate mobile phones/devices to single wireless provider, 2009
* Member of Disaster Recovery Team, 2008-2010
* Participated in rollout of Cisco IP phone system, 2009
* Led Mobility Workgroup that focuses on providing employees with mobile technology to enhance customer experience, 2008-current
* Participated in cross-functional workgroup to evaluate smartphone platform, 2010
* Led Windows 7 Project to design and develop company-wide deployment strategy, 2010-current

Computer Skills

Operating Systems: Windows 7, Windows Vista, Windows XP Professional, 2000, 98, 95.

Windows 2008 Server, 2003, 2000, NT.

Software Applications: Microsoft Sharepoint, Microsoft Office Communicator, Microsoft Office Suite, LiveLink, Microsoft Exchange Server.

Strengths Finder Signature Themes

Responsibility, Harmony, Achiever, Developer, Adaptability