

## Emma Haskins

### Employment History

- 05.2018 – 07.2022 *IT Coordinator*  
Xhelili Realty, Leipzig Germany
- Present and implement structures and processes in alignment with enterprise change initiatives
  - Own and manage organization's disaster recovery plan to ensure data integrity and accuracy
  - Monitor and oversee changes to internal IT infrastructure
- 06.2015 – 05.2018 *Level II Technical Support Specialist*  
MODIS IT Outsourcing GmbH, Leipzig Germany
- Enterprise technical support via phone and email in German and English
  - Security compliant support in aerospace sector
  - Issue follow-up and assurance of Service Level Agreements
- 10.2012 – 05.2015 *Level I Technical Support Specialist*  
SpeedLingua SA, Geneva Switzerland
- Troubleshoot and diagnose customer issues via phone, email, and chat
  - Maintain knowledge base and issue tracking with Zendesk
  - Develop internal and external training material and documentation
- 09.2011 – 06.2012 *Computer Technician*  
Davison Community Schools, Davison, Michigan
- Troubleshoot and resolve hardware, software, and network issues on-site
  - Monitor and address bespoke ticketing system
  - Provide instruction and training to users on new or updated technologies

### Education History

- 09.2022 – Current *Mott Community College*  
AAS Computer Information Systems
- 09.2019 – 09.2020 *cimdata Bildungsakademie, Leipzig, Germany*  
Software Development
- 10.2018 – 09.2019 *Universität Leipzig, Leipzig, Germany*  
BS Informatics
- 10.2012 – 10.2013 *Kettering University, Flint, Michigan*  
BS Computer Engineering & BS Electrical Engineering
- 09.2008 – 06.2012 *Davison High School, Davison, Michigan*  
High School Diploma

### Certifications

- 07.2012 CompTIA A+ ce
- 04.2018 TestDaF C1
- 01.2022 TestOut Network+

### Technologies

- Advanced: Microsoft Windows, macOS
- Intermediate: Microsoft Windows Server, Linux
- Novice: C#, C++, SQL, Python, HTML, CSS, Git