

Annie Blevins

IT Support Manager - Support

Issaquah, WA - Email me on Indeed: [indeed.com/r/Annie-Blevins/374163a00a7c617f](https://www.indeed.com/r/Annie-Blevins/374163a00a7c617f)

Authorized to work in the US for any employer

WORK EXPERIENCE

IT Support Manager

Support - Issaquah, WA -

2006 to Present

Started tech3Support in 2006 to provide the best in IT customer service and support for numerous dental offices, optometrists, Belltown Insurance Group, ACE Hardware stores, Keller-Williams, Big Block Realty, Prudential (numerous real estate offices) First California Funding, Property Services Plus, and a variety of other small businesses.

- Monitor, maintain and manage the IT needs of up to 100 end users
- Listen, communicate and influence stakeholders ensuring adherence to contractual requirements and operating procedures.
- Setup and implement solutions to meet customers' needs - wireless access points, proprietary software
- Deliver training on new software to end users

EDUCATION

Vocational/Technical

2017

SKILLS

Windows 7 (8 years), Windows 10 (5 years), Consulting (10+ years), Network Administration (10+ years), Management (10+ years), Office 365 (6 years), Systems Integration (10+ years), Desktop Support (10+ years), Customer Relationship Management (10+ years)

LINKS

<https://twitter.com/annieblevins>

<https://www.linkedin.com/in/annieblevins>

CERTIFICATIONS/LICENSES

DELL/Lenovo

Certifications

GROUPS

Global Information Technology Professionals Association

2017 to Present

ADDITIONAL INFORMATION

Vocational/Technical 2017: SonicWall DPI-SSL | Deployment Process with Windows Autopilot | What's New in the Windows 10 Creators Update for IT Professionals |
Cyber Intelligence – the Human Element

Onsite Events 2017: Planning and Deploying Windows 10 in the Enterprise | Cyber Security Workshop for Small Business | Microsoft Teams