Sherrie Fuqua

Information Technology

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EDUCATION

UNIVERSITY OF VERMONT
Burlington, VT
Psychology

SOUTH NATCHEZ ADAMS HIGH SCHOOL
Natchez, MS

SKILLS

Customer service

Windows, Apple OS, iOS, Linux, AIX

Dell, Compaq, HP, IBM

Troubleshooting, software and hardware support – Servers, PCs, Macs

Database administration

Python

Quality Assurance

CERTIFICATIONS

Apple Certified Macintosh Technician 2014 to Present

CompTIA A+ 2002 to Present

CompTIA Network+ 2003 to Present

CompTIA Server+ 2004 to Present

Microsoft Certified Systems Engineer (MCSE) 2000 to Present

CAREER OBJECTIVE

Technical professional passionate about IT, experienced in Windows through 11, Apple OS through Ventura, Linux, and iOS, with an extensive knowledge of technical support, computer hardware and software, technical training and development, and operations management, looking to broaden my skills and help customers.

EXPERIENCE

QUALITY ASSURANCE SUPERVISOR
Pilgrim's Pride, Mt. Pleasant, TX / Jan 2019 – Dec 2022

- Supervise a team of Quality Assurance Technicians to monitor critical control points and other interventions for deviations that indicate a potential food safety hazard.
- Ensure that all customer quality specifications and expectations are met or exceeded.

PRODUCTION AND QUALITY ASSURANCE
Pilgrim's Pride, Mt. Pleasant, TX / Jul 2016 - Jan 2019

TECHNICAL SUPPORT SPECIALIST
Quadric Software, Winooski, VT / Mar 2015 - Oct 2015

- Provide an array of remote technical and customer services in virtual server environments for U.S and international clients of Quadric's backup solution, Alike, using ZenWorks and Hyper-V.

APPLE CERTIFIED MACINTOSH TECHNICIAN
Small Dog Electronics, South Burlington, VT / Jan 2014 - Jan 2015

- Provide customer service to central and northern Vermont Apple device consumers
- Hardware repairs including full disassembly, failure isolation, component replacement and re-assembly on all models of Apple laptops and iMacs
- Software and hardware support and repair for phones and iOS devices

TECHNICAL SUPPORT SPECIALIST
College of Medicine Information Systems, University of Vermont, Burlington, VT / Mar 2005 - Sept 2009

- Provide customer service to College of Medicine medical students, physicians and administrators
- Support all information systems including certified Dell repairs on all laptop and desktop hardware, Windows 2000, XP and Vista, MS Office, MS Access and SQL databases, web and in-house applications and systems

NETWORK COORDINATOR, SERVICE AND NETWORK ENGINEER, TECHNICAL INSTRUCTOR

Vermont Panurgy, South Burlington, VT / 2003 -2004

- Support and implement technical, computer and network solutions on Microsoft Windows NT, Windows 2000, Windows 2003, Novell, and Linux software across all PC based hardware platforms
- Vendor certified on HP server and consumer hardware, IBM and Compaq consumer computers
- Instruct technical courses as requested

TECHNICAL INSTRUCTOR

Vermont Panurgy, South Burlington, VT / 2001 - 2004

- Teach CompTIA A+ Hardware and Software certification preparation courses, CompTIA Network + courses, Introduction to PC Troubleshooting and Maintenance, MS Office courses (Excel, Word, PowerPoint)
- Classes varied from one day to semester long
- Develop or supplement course curriculum as needed or requested

INFORMATION SYSTEMS TECHNICIAN, PRODUCT DEVELOPMENT OPERATIONS SUPPORT

IBM, CTG, Inc, CDI, Inc, Williston, VT / 1999 - 2003

- Work as part of a team to provide computer hardware, software, and network systems support, in a diverse platform environment including Windows 95, NT 4.0, 2000, XP, AIX UNIX, and RedHat Linux, for up to 1,200 Research and Development personnel

TECHNICAL INSTRUCTOR

University of Vermont Training and Development, Burlington, VT / 1998 - 2003

- Instruction of one to two software or technical classes per semester as requested by Training and Development's Curriculum Developer for University staff and faculty and area professionals
- Develop and supplement course curriculum as needed or requested.

INFORMATION SYSTEMS TECHNICIAN

University of Vermont, Burlington, VT / 1996 -1999

- Distribute and install new computers; desk side support; training and assistance for approximately 100 staff members
- Work closely with the division's LAN Manager to perform day-to-day LAN/WAN administration for a Novell 4.11 environment across five sites throughout the state