

# Joanne Pedersen

(816) 359-7245

[joanne.e.pedersen@gmail.com](mailto:joanne.e.pedersen@gmail.com) | [www.Linkedin.com/in/JoannePedersen](http://www.Linkedin.com/in/JoannePedersen)

---

## Skills

### Troubleshooting

Hardware, software, mobile devices

### Operating Systems

Windows, Linux, iOS, Android,  
Chrome OS

### Certifications

CompTIA IT Fundamentals,  
TestOut PC Pro and Security Pro

## Education

Metropolitan Community College-Kansas City  
Computer Science/Information Systems: Cisco Security

*Currently Enrolled*

Summit Technology Academy  
Cyber Security Emphasis

*2015 - 2016*

## Experience

*Metropolitan Community College-Longview*

*October 2016 - Present*

### **Network/User Services Assistant**

- Assist students and staff with troubleshooting and everyday activities in the department
- Tend to the IT help desk
- Maintain computer labs
- Assist with computer issues around campus

*June/July 2016*

*Lee's Summit R-7 School District*

### **CyberCamp Volunteer**

- Helped students by answering questions about cyber security basics
- Provided guidance in making computer environments more secure.

*Pedersen Sales*

*June 2014 - Aug 2014*

### **Clerical Aide**

- Computer troubleshooting
- Updated sales material

## Activities

MCCCKC Cybersecurity Club

*2018 - Present*

MCC-Longview Rotaract Club

*2016 - 2017*

MCC-Longview Engineering Club

*2016*

Summit Technology Academy CyberPatriot

*2014 - -2016*

## Awards

Women in Security - Kansas City Scholarship

*2018*

NCWIT Award for Aspirations in Computing

*2016*