**IT Manager**

**\*\*Contact Information\*\***

**👤** Name: **Leesa Moore**

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**\*\*Education\*\***

🎓 High School Diploma

Pell City, AL - 2002

🎓 **Associate of Business Administration**  
*Southern New Hampshire University* – *2022*

🎓 **Bachelor of Business Administration** *(In Progress)*  
*Southern New Hampshire University (2022 – Present)*

* President's List
* Honors Society
* GPA: 3.87

**\*\*Core Competencies\*\***

- IT Systems Management

- Troubleshooting & Problem Solving

- Project Management

- Digital Marketing Optimization

- Microsoft Office Suite Proficiency

- Critical Thinking

**\*\*Professional Experience\*\***

**\*\*IT Manager\*\***

MultiPoint Communications | 2018 – Present

- Resolved critical computer and server issues, minimizing downtime.

- Configured bridges and managed variables to ensure IT operations ran smoothly.

- Implemented proactive measures to address potential vulnerabilities.

- Directed IT projects, ensuring adherence to timelines and budgets.

- Increased conversions by 15% through targeted digital marketing efforts.

- Conducted A/B testing for landing pages, improving conversion rates by 12%.

**\*\*Virtual Assistant\*\***

Freelance | October 2022 – Present

- Provided technical support to clients on Fiverr, including scheduling and reporting tasks.

- Managed appointments using Calendly and documented processes in Google Sheets.

- Delivered high-quality support for digital tools and client IT needs.

**\*\*Skills & Achievements\*\***

- Proven expertise in troubleshooting IT systems and resolving technical issues.

- Managed and executed IT projects with efficiency and cost-effectiveness.

- Advanced knowledge in digital marketing strategies and optimization techniques.