



IT MANAGER & TECHNICAL SPECIALIST

Leesa Moore

1701 Hatchet Ave, Birmingham AL

205.503.9219

Lmoore0510@gmail.com

My LinkedIn Profile : [leesa-moore](#)

My Online Portfolio : www.portfolio.com

ABOUT ME

Dedicated IT professional with expertise in troubleshooting, infrastructure management, and process optimization. Skilled in resolving complex technical issues, configuring systems, and enhancing operational efficiency. Proven track record in digital marketing, project management, and implementing IT solutions that drive business growth.

EXPERIENCE

IT MANAGER | MULTIPOINT COMMUNICATIONS

2007 – PRESENT

- Spearheaded the resolution of critical computer and server issues, reducing downtime and ensuring uninterrupted operations.
- Configured and maintained IT infrastructure, including bridges and variables, to support seamless communication and system performance.
- Implemented security measures that reduced vulnerabilities by 25%, safeguarding sensitive data and ensuring compliance.
- Directed cross-functional IT projects, consistently meeting or exceeding timelines and budgets.
- Enhanced digital marketing strategies, driving increased website leads and boosting user engagement metrics.

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.

CORE COMPETENCIES

- IT Infrastructure Management
 - Troubleshooting & Technical Support
 - Cybersecurity & Risk Management
 - System Upgrades & Optimization
 - Project Planning & Execution
 - Cloud Computing & Virtualization
 - Network Configuration & Maintenance
- 

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION

SNHU | 2022 – PRESENT

- Presidents List
- Honors Society
- GPA: 3.87

HIGH SCHOOL DIPLOMA

Pell City, AL | 2002

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.