

LAUREN JENNINGS

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IT HELP DESK TECHNICIAN | ADMINISTRATIVE SUPPORT PROFESSIONAL

Dedicated and proactive IT Help Desk Technician with a strong foundation in troubleshooting, customer service, and technical support. Demonstrates a passion for technology and continuous learning, with recent certifications in CompTIA A+ and Security+. Proven ability to resolve hardware and software issues, support large-scale payroll systems, and assist in network/system administration. Seeking an opportunity to contribute to a forward-thinking team while deepening knowledge in IT infrastructure, network administration, and cybersecurity.

CORE COMPETENCIES

- Technical Support & Troubleshooting
- Administration & System Support
- Customer Service & Communication
- Hardware & Software Maintenance
- Office Technology & Equipment Setup
- Data Entry, Analysis & Reporting
- Confidentiality & Data Privacy
- Scheduling, Coordination & Planning
- Cross-Functional Team Collaboration
- Quick Learner | Adaptable | Detail-Oriented

TECHNICAL SKILLS

Operating Systems: Windows OS, MacOS

Software: Microsoft Office Suite, Microsoft Outlook, Teams, OneDrive & SharePoint, Google Workspace, QuickBooks, Microsoft Dynamics (GP), Restaurant 365, AR Pilot

Hardware: Mobile Devices, Computers, Printers, Office Equipment

Other Tools: Remote Desktop Support, Ticketing Systems (basic knowledge), Active Directory (familiarity)

PROFESSIONAL EXPERIENCE

Chapman Engineering – Boerne, TX

Accounting Assistant | Aug 2024 – Present

- Assist with internal IT support including troubleshooting user hardware/software issues.
- Manage Accounts Payable/Receivable; successfully recovered significant outstanding client payments.
- Support payroll processing and data integrity across departments.

Falco Pest Management – San Antonio, TX

Administrative Assistant | Mar 2024 – Aug 2024

- Maintained both digital and physical filing systems; implemented organizational improvements.
- Provided office-wide technical assistance and utilized AR Pilot to increase productivity.
- Adapted quickly to changing operational needs, supporting scheduling and workflow management.

Little Caesar of San Antonio – San Antonio, TX

Administrative Assistant | 2007 – 2024

- Installed, configured, and maintained office computers, printers, and server equipment.
- Provided Tier 1 technical support for software, network issues, and office tech equipment.
- Collaborated with IT team on larger technology upgrades and system improvements.
- Discovered and investigated financial discrepancies by analyzing internal records; uncovered that the company CPA had embezzled over \$300,000. Compiled evidence and presented detailed findings to the company owner, leading to corrective action.
- Managed payroll for 800+ employees; ensured financial and data accuracy.
- Reconciled benefits and facilitated coordination with healthcare providers as Benefit Coordinator.
- Supported operational needs through inventory management and interdepartmental communication.
- Produced detailed reports, managed invoicing, and upheld regulatory compliance standards.

EDUCATION & CERTIFICATIONS

- CompTIA Security+ – Certified 2025
- CompTIA A+ – Certified 2024
- Registered Notary
- Real Estate License

PROFESSIONAL ATTRIBUTES

- Integrity & Accountability
- Complex Problem Solving & Analytical Thinking
- Strong Organizational & Time Management Skills
- Effective Multitasking & Prioritization
- Excellent Interpersonal & Communication Abilities
- Self-Motivated with a Growth Mindset