MARIA MANUEL

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📞 (916) 538-5110

📍 Sacramento & San Francisco Bay Area, CA 95691

PROFESSIONAL SUMMARY

Motivated learner with 15+ years of experience managing multiple priorities and providing technical support. Thrives in a fast-paced environment, bringing a positive and adaptable attitude to new challenges. Eager to leverage strong customer service skills and broad technical background to secure a challenging position as an IT Specialist.

SKILLS

- OS: Windows, macOS
- Software: MS Office, G Suite
- CMS: WordPress
- CRM: ServiceNow
- Coding: HTML, CSS, Python
- Scripting: PowerShell, Linux
- Database: NoSQL, Access
- Oral & Written Communication

CERTIFICATIONS

M.E.D.A
- Front-end web development - Completed on 11/2022

CompTia
- A+ certification - Expected in 12/2024

EDUCATION

City College of San Francisco
Expected in 12/2024

Associate of Science: Information Technology - Cybersecurity

City College of San Francisco
06/2020

Associate of Science: Health Education

LANGUAGES

LINKS

- https://maria-manuel.com
- https://github.com/maria-manuel
- https://www.linkedin.com/in/maria-m-443143255/

WORK HISTORY

San Francisco International Airport - IT Project Management Intern
San Francisco, CA • 05/2024 - Current

- Gain hands-on experience in ServiceNow, increasing proficiency and expanding technical skill set.
- Contribute to a positive team environment by collaborating on group projects.
- Conduct research for various projects, leading to well-informed decisions and successful outcomes.
- Monitor and track project progress to support timely completion.

San Francisco Living Wage - Web Developer / Support Specialist
San Francisco, CA • 10/2022 - 05/2024

- Collaborate effectively and communicate professionally with team members and client.
- Train/mentor new interns and provide guidance on technologies.
- Problem-solve to determine appropriate debug/testing processes.
- Collaborate with cross-functional teams regarding bugs.
- Improve website functionality by updating plugins and extensions.
- Coordinate with manager to obtain content for updates/expansions.
- Diagnose, troubleshoot, and configure backend settings.
- Maintain 3 websites using best practices to serve diverse groups.
- Perform duties using attention to detail in design and web content using HTML and CMS.

We Thrive Financial - Bookkeeping / Administrative Assistant
San Francisco, CA • 02/2015 - 07/2022

- Managed vendor and high-profile client relationships.
- Maintained strict confidentiality with sensitive financial information.
- Installed and configured hardware upgrades.

Spanish

Limited Working

- Troubleshoot and provided resolutions to software technicalities.
- Managed software and operating system updates, including license tracking.
- Assisted with data backup to safeguard critical information.
- Configured security settings and access permissions for users.
- Documented system procedures and troubleshooting steps.
- Assisted with general bookkeeping and administrative tasks.

McClellan & Corren - Sr. Legal Assistant
South San Francisco, CA • 10/2013 - 01/2015

- Act independently while supporting and monitoring database by proactively administering case development.
- Administered data by effectively utilizing best practices.
- Increased client satisfaction by efficiently managing case files with driven customer service by promptly addressing inquiries.
- Provided Level 1 end-user support addressing application and hardware issues.
- Assisted in management of workflow for rotating assistants.
- Surpassed firm objectives by cooperating with staff to implement project management initiatives and met deadlines by at least 2 days ahead of schedule.
- Prepared and e-filed court documentation and trial exhibits.
- Performed research and conferred with parties of all levels to gather, document and review information.
- Communicated effectively with clients verbally and in writing, as appropriate under the direction of attorneys.

Lewis, Brisbois, Bisgaard & Smith - Legal Assistant
San Francisco, CA • 11/2011 - 06/2013

- Assisted non-technical staff and attorneys with support addressing Level 1 desktop application issues. Served as technical liaison to the department.
- Modified database to accurately reflect case status documentation and discovery.
- Assisted department in added responsibilities to meet team goals with a positive attitude.
- Monitored efficiency of case flow and tight deadlines.
- Responded to all clients professionally and courteously by providing excellent customer service skills.

Mullen & Filippi - Legal Secretary
San Francisco, CA • 10/2006 - 10/2011

- Served as a departmental resource for Microsoft Office and software, providing troubleshooting and training to colleagues on functionalities and best practices.
- Responsible for database management of case information.
- Communicated with professionals of all levels including courthouses for case status and research.
- Maintained a 90% customer satisfaction rating by providing clear and informative case status to numerous clients.
- Monitored cases while observing confidentiality with extreme discretion and delegated tasks.
- Responded to inquiries for technical assistance from end-users on software and hardware.