Maria Manuel

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👤 Profile

Results-driven IT Specialist with over 15 years of experience leading technical support initiatives. Proven track record of excelling in dynamic environments by overcoming obstacles with a positive and adaptable approach. Possesses extensive customer service expertise and diverse technical knowledge. Eager to leverage skills in a challenging IT Specialist role to deliver high-quality service and drive organizational success.

💼 Work Experience

05/2024 – present
San Francisco, CA

Student Design Trainee - ITT Project Management & Delivery
San Francisco International Airport
- Assisted the group with executing the department's quality, standards, and tool administration.
- Leaned development practices and low-code methods for building solutions in ServiceNow.
- Collaborated with design team to contribute to various ServiceNow implementations.
- Participated in design brainstorming sessions to generate ideas for product, process improvement, and IT service management.
- Proposed and implemented new design concepts.
- Conducted user testing on prototypes and gathering feedback for design improvements.
- Assisted in creating presentation materials for internal meetings.

10/2022 – 05/2024
San Francisco, CA

Web Developer / Support Specialist
San Francisco Living Wage
- Effectively collaborated and communicated with team members and clients.
- Trained and mentored new interns, providing guidance on technologies.
- Improved website functionality by updating plugins and extensions.
- Coordinated with manager to obtain content for updates and expansions.
- Maintained 3 websites using best practices to serve diverse groups.
- Performed duties with attention to detail in design using HTML and CSS.
- Determined appropriate debug and testing processes.
- Demonstrated strong problem-solving skills in diagnosing and resolving complex technical application issues.
- Diagnosed, troubleshot, and configured backend settings.
- Collaborated using WordPress content management system.

02/2015 – 07/2022
San Francisco, CA

IT Support / Administrative Assistant
We Thrive Financial
- Cultivated and maintained vendor and high-profile client relationships.
- Installed and configured hardware upgrades for optimal performance.
- Troubleshoot and provided resolutions to software technicalities.
- Managed software and operating system updates to enhance efficiency.
- Assisted with data backup procedures to safeguard critical information.
- Configured security settings and access permissions for users.
- Documented system procedures and troubleshooting steps for reference.
- Maintain a repository for all technical documentation, ensuring easy access.
- Provided Level 1 tech support for application and hardware issues remotely.
- Supported general bookkeeping and administrative tasks.

Work Experience

Sr. Legal Assistant
McClellan & Corren

10/2013 – 01/2015
South San Francisco, CA

- Independently supported and monitored database, proactively administering case development.
- Utilized best practices to administer data effectively.
- Managed case files efficiently, increasing client satisfaction by promptly addressing inquiries.
- Provided Level 1 tech support for application and hardware issues.
- Assisted in managing workflow for rotating assistants.
- Collaborated with staff to implement project management initiatives, surpassing firm objectives and meeting deadlines at least 2 days ahead of schedule.
- E-filed/edit/proofread court documentation, discovery, and trial exhibits.
- Conducted research and communicated with parties of all levels to gather documentation and review information.
- Effectively communicated with clients verbally and in writing.

Legal Assistant
Lewis, Brisbois, Bisgaard & Smith

11/2011 – 06/2013
San Francisco, CA

- Provided technical support to non-technical staff and attorneys in addressing Level 1 tech support for application issues, acting as a technical liaison to the department.
- Modified database to ensure accurate reflection of discovery status.
- Assisted department in assuming additional responsibilities to contribute to team goals with a positive demeanor.
- Monitored case flow efficiency and adhered to tight deadlines in a fast-paced, high-volume firm.
- Responded to all clients in a professional and courteous manner, showcasing excellent customer service skills.

Legal Secretary
Mullen & Filippi

10/2006 – 10/2011
San Francisco, CA

- Provided departmental support for Microsoft Office and various applications, offering troubleshooting and colleague training.
- Managed database of case information.
- Communicated with professionals of all levels, including courthouses, for case status and research.
- Achieved a 90% customer satisfaction rating by delivering clear and informative case updates to clients.
- Monitored cases while maintaining confidentiality with extreme discretion and delegated tasks as needed.
- Addressed inquiries for technical assistance from end-users on software and hardware.

Education

Information Technology - Cyberecurity | Associate of Science
City College of San Francisco

08/2020 – present
San Francisco, CA

- Completed coursework in Information Technology with a focus on Network Security.
- Incorporated class material into real-world scenarios in order to enhance understanding.
- Managed a demanding workload by balancing academic requirements with work commitments.
- Developed excellent time management and organizational skills to stay on top of deadlines.
- Demonstrated commitment to continuing education by taking classes in alignment with professional goals.

⚲ Education

08/2016 – 12/2020
San Francisco, CA

Health Education | Associate of Science
City College of San Francisco
- Completed coursework in Health Education with a focus on Nursing.

⚲ Certificates

11/2022

Front-end web development
M.E.D.A

12/2024

A+
CompTIA

12/2024

Certified System Administrator
ServiceNow

12/2024

Associate Application Developer
ServiceNow

⚗ Skills

| Microsoft Windows 10/11 | macOS | Microsoft 365 | Google Workspace |
| **Professional** | **Professional** | **Professional** | **Professional** |

| WordPress | ServiceNow | Citrix | HTML / CSS |
| **Professional** | **Professional** | **Professional** | **Professional** |

| Python | PowerShell | Linux | NoSQL |
| **Limited** | **Limited** | **Limited** | **Limited** |

| Legal Files | EAMS | Adobe | TimeSlips |
| **Professional** | **Professional** | **Professional** | **Professional** |

| Access | Teams / Zoom | Quickbooks | Sharepoint |
| **Professional** | **Professional** | **Professional** | **Limited** |

| NetDocuments | Relativity |
| **Professional** | **Limited** |

☆ Strengths

Team Collaboration   Creativity   User-Centric Design   Presentation Skills   Problem-Solving

Oral & Written Communication   Adaptable   Attention to Detail   Time Management

Troubleshooting   Organization   Interpersonal