

# 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**

- Assist the group with executing the department's quality, standards, and tool administration consistent with ITIL frameworks.
- Lean development practices and low-code methods for building solutions in ServiceNow.
- Collaborate with design team to contribute to various ServiceNow implementations.
- Participate in design brainstorming sessions to generate ideas for product and process improvement, as well as IT service management.
- Propose and implement new design concepts.
- Conduct user testing on prototypes and gathering feedback for design improvements.
- Assist 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, troubleshooted, 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

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

### **Sr. Legal Assistant McClellan & Corren**

- 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/edited/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.

11/2011 – 06/2013  
San Francisco, CA

### **Legal Assistant Lewis, Brisbois, Bisgaard & Smith**

- 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.

10/2006 – 10/2011  
San Francisco, CA

### **Legal Secretary Mullen & Filippi**

- 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

08/2020 – present  
San Francisco, CA

### **Cybersecurity | Associate of Science City College of San Francisco**

- Completed coursework in Information Technology with a focus on Networks.
- Incorporated class material into real-world scenarios in order to enhance understanding.
- Managed a demanding workload by balancing academic requirements with work commitments.
- Demonstrated commitment to continuing education by taking classes in alignment with professional goals.

08/2016 – 12/2020  
San Francisco, CA

### **Health Education, emphasis on Nursing | Associate of Science City College of San Francisco**

- Completed coursework in Health Education with a focus on Nursing.

## Certificates

11/2022	<b>Front-end web development M.E.D.A</b>
12/2024	<b>A+ CompTIA</b>
12/2024	<b>Associate System Administrator ServiceNow</b>
12/2024	<b>Associate Application Developer ServiceNow</b>

## Skills

Microsoft Windows 10/11 <b>Professional</b>	macOS <b>Professional</b>	Microsoft 365 <b>Professional</b>	Google Workspace <b>Professional</b>
WordPress <b>Professional</b>	ServiceNow <b>Professional</b>	Sharepoint <b>Limited</b>	HTML / CSS <b>Professional</b>
Python <b>Limited</b>	PowerShell <b>Limited</b>	Linux <b>Limited</b>	NoSQL <b>Limited</b>
Adobe <b>Professional</b>	Access <b>Professional</b>	Teams / Zoom <b>Professional</b>	Quickbooks <b>Professional</b>
TimeSlips <b>Professional</b>	EAMS <b>Professional</b>	ProLaw <b>Professional</b>	Legal Files <b>Professional</b>
Relativity <b>Limited</b>	NetDocuments <b>Professional</b>	Citrix <b>Professional</b>	

## Strengths

Team Collaboration	Creativity	User-Centric Design	Presentation Skills	Problem-Solving
Oral & Written Communication	Adaptable	Attention to Detail	Time Management	
Troubleshooting	Organization	Interpersonal		