

Maria Manuel

📍 Sacramento & San Francisco Bay Area 95691, United States 📞 916.538.5110
✉ mariamanuel.info@gmail.com 🌐 <https://maria-manuel.com> ⓘ <https://github.com/maria-manuel>
📄 <https://www.linkedin.com/in/maria-m-443143255/>



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, 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.
- Troubleshooted 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/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.

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

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

- 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
Professional

macOS
Professional

Microsoft 365
Professional

Google Workspace
Professional

WordPress
Professional

ServiceNow
Professional

Citrix
Professional

HTML / CSS
Professional

Python
Limited

PowerShell
Limited

Linux
Limited

NoSQL
Limited

Legal Files
Professional

EAMS
Professional

Adobe
Professional

TimeSlips
Professional

Access
Professional

Teams / Zoom
Professional

Quickbooks
Professional

Sharepoint
Limited

NetDocuments
Professional

Relativity
Limited

Strengths

Team Collaboration

Creativity

User-Centric Design

Presentation Skills

Problem-Solving

Oral & Written Communication

Adaptable

Attention to Detail

Time Management

Troubleshooting

Organization

Interpersonal