



# MEGAN WALKER

## SUMMARY

As a hardworking individual passionate about technology and education, I am dedicated to continuously improving my skills and experience in the field. With my Associate's degree in Information Technology Server Administration and current pursuit of a Bachelor's in Web Development, I bring a unique combination of technical and educational expertise to any role. I am eager to utilize my skills and experience to help others and make a positive impact.

## EXPERIENCE

### SYSTEMS AND NETWORK ENGINEER

*(Nov 2020 - current)*

As a Systems and Network Engineer at Educational Service Unit 2, I am responsible for ensuring the smooth operation of the organization's technology infrastructure. This includes monitoring network performance, troubleshooting and resolving technical issues, and implementing new technology solutions to improve efficiency. I also provide technical support and training to staff members and collaborate with other departments to identify areas for improvement in technology use and implementation.

### HELPDESK TECHNICIAN

*(Sept 2019 - Nov 2020)*

As a Helpdesk Technician at Madonna Rehabilitation Hospital, I provided technical support to patients, families, and staff members, resolving a wide range of technical issues and providing guidance on the use of technology. I was also responsible for maintaining the hospital's technology systems, performing regular updates, and troubleshooting any issues that arose. Through this role, I developed strong communication and customer service skills, as well as a deep understanding of healthcare technology systems and processes.

### TECHNOLOGY ASSISTANT

*(July 2016 - Sept 2019)*

As a Technology Assistant at Wahoo Public Schools, I supported teachers and students in effectively using technology in the classroom. This included providing technical support for a wide range of technology issues, as well as assisting with the implementation of new technology solutions. Through this role, I developed strong communication and customer service skills, as well as a deep understanding of educational technology systems and processes.

## CONTACT

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## EDUCATION

 **BELLEVUE UNIVERSITY**  
BA in Web Development  
*Current*

 **METROPOLITAN  
COMMUNITY COLLEGE**  
AAS in Server Administration  
2020