

JANE PROFESSIONAL

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EXPERIENCE

ABC TECHNOLOGIES

IT OPERATIONS SPECIALIST

June 2020 - Present

- Sourced and implemented a mobile-friendly software in the first 30 days of Q1 2021 to make the workplace mobile-first.
- Reduced the onboarding time from one week to three days by increasing the number of training videos from one hour to four hours.
- Oversaw the migration of the service to a cloud environment which reduced service downtime by 30%.

ACME INC.

IT SUPPORT SPECIALIST

April 2018 – May 2020

- Helped optimize software costs by bringing software and app usage from 12 to 3 in Q2 2019.
- In collaboration with the team, reduced the data migration time to 14 days from 30 days in Q2 2020.
- Streamlined software procurement and reduced the procurement period from 30 days to 7 days in collaboration with accounting and compliance team by the end of 2019.

SKILLS

Amazon web services (AWS)

- A certified AWS cloud practitioner.

Looker

- Experience with Looker for data visualization on support tickets metrics.

Hubspot

- Strong knowledge of Hubspot marketing automation for creating forms and email templates.

Docker

- Working knowledge of containerization and orchestration.