

JANE PROFESSIONAL

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EXPERIENCE

ABC TECHNOLOGIES

IT OPERATIONS SPECIALIST

June 2020 - Present

- Reduced storage and infrastructure costs from 8 million to 4 million by bringing down software and app usage from 12 to just 3.
- Decreased monthly software spend from 15k to 5k which contributed to the company growing its net income by 15% in Q3 2022.
- Performed audits every two week to assess team workload and software usage, improving operational efficiency from 78% to 89%.

ACME INC.

IT SUPPORT SPECIALIST

April 2018 – May 2020

- Managed and tracked pricing terms for the top 3 crucial tools and ended up reducing our software spend on the tools by 30% in the FY 2019 compared to FY 2018.
- Lowered the average ticket response time via mobile by 45% which impacted the employee net promoter score to jump from 78 to 93.
- 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.