REBECCA HENSLEY

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**PROFESSIONAL PROFILE**

Technology Solutions Provider with specialties in IT Support, System Admin, Office and Web Development. Over 20 years of experience providing exceptional technical support and customer service, including 7 years of experience providing deskside and system admin support. Solid background in responsive web design (HTML, CSS, JavaScript), Visual Basic for Applications (VBA), and PowerShell. Advanced Excel skills, i.e. Vlookup and Pivot Tables. Specialize in creating responsive, user-friendly, accessible applications.

**SKILLS**

* **IT SUPPORT:** Troubleshooting | Mobile (Android, iOS) | Deskside Support | Windows / macOS | Customer Service | Imaging | Networked Printers
* **SYSTEM ADMIN:** Active Directory | Group Policy | Windows Server | Exchange Server | Barracuda Spam Filter | PowerShell | SharePoint | Synology NAS | SonicWall
* **OFFICE DEVELOPMENT:** Microsoft Access | Microsoft Excel | VBA | Vlookup | Pivot Tables
* **DATA MANAGEMENT:** SQL / NoSQL | MongoDB | MySQL | REST APIs | GraphQL
* **RESPONSIVE WEB DESIGN:** HTML / CSS | JavaScript | React.js | Accessibility | Bootstrap
* **OPERATING SYSTEMS:** Windows | macOS | iOS | Android | Linux

**RELEVANT WORK**

**DESKSIDE SUPPORT ANALYST** Oct 2023 – Present

Robert Half, Indianapolis, IN

* Contributed to team success by enhancing internal documentation and mentoring new team members.
* Improved customer satisfaction while resolving Tier 2 issues, including operating system malfunctions, hardware problems, network connectivity issues, in-person password resets, etc.
* Fulfilled IT equipment requests and offboardings.

**SKILLS USED:** Documentation | ServiceNow | Active Directory | Imaging (Ivanti DSM) | Mobile (iOS) | Deskside Support| Customer Service | Windows / macOS

**TIER 1 HELP DESK** Aug 2023 – Sept 2023

Robert Half, Indianapolis, IN

* Skillfully provided Tier 1 help desk support.

**SKILLS USED:** Zoho Desk | Imaging (Intune) | Deskside Support| Customer Service | Windows

**OFFICE SYSTEMS SPECIALIST (Frontline IT | System Administrator | IT Projects)** Nov 2018 - Dec 2022

American Art Clay Company, Indianapolis, IN

* Developed user-friendly inventory cycle count Access database and Excel reports to facilitate the company beginning cycle count process before selecting the new ERP system.
* Coded a visually appealing, user-friendly static landing page tailored to meet the specific needs of Brickyard Ceramics and Crafts, resulting in improved customer engagement by showcasing clear and prominent contact information.
* Administered IT infrastructure including Active Directory (user and group management), Exchange (account and mail flow), SharePoint, Linux web server, etc. yielding smooth operations and optimal security.

**SKILLS USED:** Bootstrap | HTML | CSS | Microsoft Access | VBA | Microsoft Excel | Pivot Tables | SQL Server | Active Directory | Windows Server | Imaging (SmartDeploy) | Mobile (Android, iOS) | Deskside Support | Windows / macOS | Customer Service

**IT INTERN (Frontline IT | Jr. System Administrator | IT Projects)** Jun 2016 - Nov 2018

American Art Clay Company, Indianapolis, IN

* Saved AR credit manager time and labor by refactoring Excel VBA code that automatically processed e-commerce csv data into separate distributor workbooks.
* Supported LEAN initiatives by creating a Microsoft Excel solution that allowed end users to easily query manufacturing data from a SQL Server data warehouse based on specific dates, optimizing data retrieval processes and facilitating data-driven decision-making.
* Programmed PowerShell and batch scripts to streamline account troubleshooting and automate system administration tasks, resulting in increased efficiency in maintaining the IT infrastructure.
* Delivered exemplary deskside support to a diverse user base of approximately 150 individuals, resolving technical issues promptly and enhancing overall productivity and satisfaction.

**SKILLS USED:** VBA | Microsoft Excel | PivotTables | Vlookup | SQL Server | PowerShell | Batch | Active Directory | Windows Server | Mobile (Android, iOS) | Deskside Support | Windows / macOS | Customer Service

**UITS SUPPORT CENTER CONSULTANT (Tier 1 Tech Support)** Aug 2016 - Nov 2018

Indiana University–Purdue University Indianapolis, Indianapolis, IN

* Enhanced IU's Knowledge Base by providing accurate and user-friendly instructions, enabling users to confidently address their queries and navigate technical challenges independently.
* Successfully resolved Exchange email delivery issues through efficient troubleshooting techniques, ensuring seamless and uninterrupted email communication for users.

**SKILLS USED:** Documentation | Mobile (Android, iOS) | Windows / macOS | Customer Service | Troubleshooting | Exchange

**UITS SUPPORT CENTER COMPUTER ASSISTANT (Tier 1 Tech Support)** Jul 2013 - Aug 2016

Indiana University–Purdue University Indianapolis, Indianapolis, IN

* Provided excellent customer service as part of team that won runner-up honors in the Best in Class (under 200 staff) category of the 2014 Call Center Week Excellence Awards (https://itnews.iu.edu/articles/2014/uits-support-center-wins-runner-up-honors.php).
* Conducted pre-release testing and documentation of Windows 10 and Office 2016, ensuring seamless compatibility with IU systems and minimizing potential disruptions during the implementation phase.

**SKILLS USED:** Documentation | Mobile (Android, iOS) | Windows / macOS | Customer Service | Troubleshooting | Exchange

**UITS SUPPORT CENTER CONSULTANT (Tier 1 Tech Support)** Dec 2006 - Jul 2013

Indiana University–Purdue University Indianapolis, Indianapolis, IN

* Provided valuable support in the initial Ivy Tech training and documentation process to equip staff with the necessary knowledge and resources to successfully support Ivy Tech users.
* Delivered exceptional technical support to IU students, faculty, and staff across all campuses through multiple channels including phone, email, chat, and walk-in, leading to prompt resolution of issues and facilitating seamless access to IT services for the university community.

**SKILLS USED:** Documentation | Mobile (Android, iOS) | Windows / macOS| Customer Service | Troubleshooting | Exchange

**RELEVANT EDUCATION**

**Certificate, Multi-Device Development** May 2023

Indiana University-Purdue University at Indianapolis, Indianapolis, IN

**Certificate, Applied Computer Science** Dec 2004

Indiana University-Purdue University at Indianapolis, Indianapolis, IN

**Bachelor Of Science (B.S.), Psychology, Honors Thesis** May 1998

Indiana University Bloomington, Bloomington, IN