REBECCA HENSLEY

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**PROFESSIONAL PROFILE**

Technology Solutions Provider with specialties in IT Support, System Admin, Office and Web Development. Over 17 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**

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

**RELEVANT WORK**

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

Robert Half, Carmel, IN

* Skillfully provided tier 1 help desk support.

**SKILLS USED:** SCCM | Intune | Active Directory | Windows Server | Mobile | Deskside | Customer Service | Windows / macOS

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

American Art Clay Company, Indianapolis, IN

* 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.
* 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.
* Created printable Excel Gemba reports that effectively tracked shipping shortages, backorders, and temporarily out of stock (TOS) items and empowered the team to make informed supply chain decisions.
* Successfully troubleshot Exchange server and mail flow issues, contributing to improved productivity and efficient business operations.
* Efficiently managed Active Directory infrastructure, including user accounts, security groups, and organizational units, ensuring smooth operations and optimal security.
* Skillfully executed hardware repair and upgrades for desktops and laptops, enhancing performance and extending their lifespan.
* Effectively imaged, configured, and deployed user computers, network printers, and various equipment, ensuring operational efficiency.
* Competently troubleshot factory/warehouse equipment, including barcode scanners, scales, label software and Zebra label printers, ensuring efficient operations.

**SKILLS USED:** Bootstrap | HTML | CSS | Microsoft Access | VBA | Microsoft Excel | Pivot Tables | SQL Server | Active Directory | Windows Server | Mobile | Deskside | 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.
* Systematically set up, configured, and deployed user computers, network printers, and other equipment, ensuring user satisfaction.

**SKILLS USED:** VBA | Microsoft Excel | PivotTables | Vlookup | SQL Server | PowerShell | Batch | Active Directory | Windows Server | Mobile | Deskside | 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 | 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 | 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, ensuring prompt resolution of issues and facilitating seamless access to IT services for the university community.

**SKILLS USED:** Documentation | Mobile | Windows / macOS | Customer Service | Troubleshooting | Exchange

**RELEVANT EDUCATION**

**Bachelor Of Science (B.S.), Software Engineering** Dec 2026

Western Governors University, Salt Lake City, UT

**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

**PROJECTS**

**SNS-SITE-REACT** Jul 2023 - Jul 2023

Updated design and converted previous portfolio site to a React-based front-end with a separate Node.js/Express.js proxy API backend.

* **GitHub:** github.com/simplenotsimpler/sns-site-react
* **Link:** simplenotsimpler.com

**N423-HOMEWORK-FINAL** Apr 2023 - May 2023

Next.js / React.js CRUD application with Firestore backend. Responsive design.

* **GitHub:** github.com/simplenotsimpler/n423-homework-final
* **Link:** n423-homework-final.vercel.app

**N315-HOMEWORK-FINAL-V2** Apr 2023 - Apr 2023

Vanilla JavaScript Single-Page CRUD MVC application with Firestore backend. Responsive design using SASS. Based on Adobe XD design.

* **GitHub:** github.com/iupui-multi-device-certificate/n315-homework-final-v2
* **Link:** rah-iupui-n315-final.web.app

**BRICKYARD-CERAMICS** Jun 2020 - Oct 2021

Coded a Bootstrap static landing page for internal customer, Brickyard Ceramics and Crafts. Utilized Semantic HTML and CSS.

* **GitHub:** github.com/simplenotsimpler/brickyard-ceramics
* **Link:** brickyardceramics.com

**MODERN-JAVASCRIPT-DASHBOARD** Jun 2020 - Sep 2021

Sample themable JavaScript dashboard template that employs modern ES6, Bootstrap 4 and CSS grid. Uses color-blind friendly theme.

* **GitHub:** github.com/simplenotsimpler/modern-javascript-dashboard
* **Link:** simplenotsimpler.github.io/modern-javascript-dashboard

**MODERN-TABLE** Apr 2020 - Aug 2021

JavaScript ES6 library that displays table JSON data nicely within a Bootstrap 4 Card.

* **GitHub:** github.com/simplenotsimpler/modern-table
* **Link:** simplenotsimpler.github.io/modern-table-example