

SUMMARY OF PERSONAL QUALIFICATIONS

- Detail oriented individual with excellent multi-tasking and follow-up skills.
- Dependable and reliable work ethic.
- Strong organizational and problem solving capabilities.
- Ability to learn new tasks quickly and implement principles learned effectively.
- Resourceful and dedicated employee willing to accept added responsibility.
- I have the unique professional ability to work with minimal supervision as well as part of a team.

PROFESSIONAL SKILLS

- | | | |
|-------------------------|----------------------------|-----------------------------|
| ➤ CPR/AED Certified | ➤ Advanced experience | ➤ Experienced field |
| ➤ Hardware Repair and | With Microsoft Windows | technician |
| Maintenance | Applications | ➤ TCP/IP |
| ➤ Microsoft Office | ➤ Network Administration | ➤ Accounts |
| ➤ QuickBooks | ➤ Windows Active Directory | Receivable/Payable |
| ➤ TurboTax | ➤ Extensive Desktop | ➤ Monthly Billings and |
| ➤ PC Hardware Assembly& | Support | Reconciliation |
| Maintenance | | ➤ Inventory of IT Equipment |

EDUCATION / CERTIFICATIONS

- Information Systems
American College of Computer & Information Sciences (ACCIS)
- General Studies (Business & Accounting)
Red Rocks Community College
- Certified Full Stack Web Development
University of Denver

EMPLOYMENT HISTORY

Paraprofessional – Green Gables ES

JeffCo Public Schools

Lakewood, Colorado

08/15 – 02/18

Working as part of the wonderful Green Gables ES team, I would assist, support, and work closely with teachers, administrators, and other team members in providing educational benefit for students in all grades of elementary school. I have provided classroom support and supervision of students under the direction of the teacher. I have supervised students outside of the classroom and supplemented regular classroom curriculum with additional enrichment activities for students. I've worked extensively with individuals and small groups of students to support and reinforce teacher prepared lesson plans. Prepared and organized materials and resources to support classroom activities as assigned by the teacher. Supervised and managed student behavior as assigned. Prepared instructional artwork and performed many clerical duties such as filing, copying, and organizing student records. Planning and leading Burst Intervention groups. Performed SPED Para responsibilities as needed. Regularly planned for and provided sole instruction for Specials Classes (P.E., Music and Art). Daily recess and lunch duty including monitoring play, addressing safety concerns and facilitating conflict resolution with students. Assisted in the hiring process and training of new Para's. Managed and maintained the supplies needed by the staff. Performed maintenance and repairs on all office equipment. Assisted in the management of the school library. I've trained to be backup clinic aide as well as backup office staff as needed. I am CPR/AED certified as well as trained in diabetes care.

TIFFANY CUNEO

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IT Technician

Echostar Communications

Englewood, Colorado

9/08 – 1/09

Worked as part of a team of IT specialists performing a variety of tasks including maintaining, updating, repairing and installing equipment and software company wide. Served as the primary point of contact for support desk. Performed a wide variety of customer service duties.

Senior PC Support Analyst

Williams

Denver, Colorado

2/08 – 6/08

Working actively on a remotely managed, small, closely-knit team I answered Denver SC phones, PBX, AUDIX & client phone support, properly direct work coming into SC that is not resolved on contact, resolved desktop hardware (IBM & Dell) & software (MS Office, NOS) issues, new client setup (security, hardware, phones, software), configure and deploy client desktops / laptops, support printers /plotters/ fax /copiers, run & troubleshoot Cat5 wiring.

PC Technician III

Allen Systems Group (ASG)

Lakewood, Colorado

10/06 – 9/07

Performed a variety of tasks including but not limited to the following: maintained, analyzed, troubleshooting, and repaired computer systems, hardware and computer peripherals. Made determinations whether upgrading or replacing hardware and software systems were required. Worked with standard concepts, practices, and procedures within this particular IT field, as well as imaging tools. Configured, installed and troubleshoot laptops, docking stations, desktops, palms-handhelds and smart phones. Installed and maintained various operating systems including Windows Server 2003. Maintained local site inventory, OS updates, operating system patches and desktop anti-virus patches.

Key Contributions:

- Performed under general, minimal and remote supervision; a high degree of creativity and resourcefulness was required.
- Relied on personal experience and judgment to plan and accomplish goals.
- Support of all employees within the Central American region offices as well as remote clients within the same support regions.

IT Service Manager

Golden Computer Service, Inc.

Golden, Colorado

6/03 - 6/06

Duties included complete on-site repair, desktop and networking support for customers, which consisted of assembly of all hardware for new PC systems as well as custom-build operating system installations. Complete networking support, answering and addressing all customer calls, responsible for ordering equipment and software for entire company.

Key Contributions:

- Worked on-call, 24-7, 365 days a year.
- Managed and performed the day-to-day operations for the company including prioritization of daily workload.
- Extensive local traveling ALL of which was performed in my own personal vehicle as well as my home.
- Worked efficiently under high pressure, high priority situations with little or no immediate supervision, while maintaining a high degree of accuracy and customer satisfaction.

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Administrative Assistant
NA Technologies, Inc.

Golden Colorado

10/00 - 6/03

Duties included processing and maintaining the Company's accounts receivable and payables using the QuickBooks accounting application, answering incoming calls and resolving any issues. Performed as the primary buyer of office supplies and equipment for the Company.

Key Contributions:

- Developed a new file management system for the accounting department, which included categorizing large volumes of documents.
- Demonstrated the versatility to fill in extensively in the R & D Lab working on various welding applications.

REFERENCES

References provided upon request