Taylor Olds

St. Augustine, FL

Summary

After 4 years of full time parenting and being a student I am eager to incorporate new opportunities into my life. With a strong background in Information technology systems and customer service, I am prepared with knowledge of troubleshooting and operations of hardware and software across different media including desktop computers, laptop computers, phones, and network switches. I am highly motivated, creative, hardworking, and ready to make a great addition to any team.

Skills

Microsoft Office	Active Directory	Remedy
Adobe indesign	Service desk	Teamwork
Adobe Photoshop	Comptia A+	Leadership
T/S Clearance	Comptia Security +	Event Planning
Multitasking	Resource management	Attention to detail
Prioritizing	Troubleshooting	Budgeting

Education

University of Maryland University College
General Studies Associate's Degree - June 2022
University of Maryland University College
BS Digital Media and Web technology & Marketing - June 2022-Present

Professional Experience

Full time Student & Parent

Multiple Locations
May 2018-Present

-Creating and balancing a family of four budget, paying bills, identifying cost saving opportunities, and eliminating extraneous spending.
-Organized and collaborated to maintain family members' schedules , vacations , and a cross country move.
-Social media networking to manage community gatherings and personal relationships.
-Coordinated personal schedule with family and school while maintaining a 3.8 GPA in General Studies Associated Degree.

Information Systems Technician Navy

NCTSCU OKC
Oklahoma City, Oklahoma
March 2016-May 2018

Team Lead

-Directed a team of 6 employees while ensuring 100 percent connectivity on 10 varying critical communication circuits.

-System Administrator for Top secret message processing UNIX system. Created, maintained, and monitored usage of 25 user and administrator accounts.

-Managed time critical troubleshooting of virtual machines discrepancies on 2 Dell servers during high paced military simulations.

Information Systsems Technician Navy

NCTS Bahrain
Manama, Bahrain
December 2013-December 2016

Field service Technician

-Resolved over 300 trouble tickets using Remedy in support of 6,473 Outside Continental United States Navy enterprise Network users.

-Launched a software migration of 20 pilot stations resulting in the 100% complete eradication of Windows XP for the area of responsibility.

-Directed the repair of a faulty network switch, resulting in the restoration of critical network services to 25 user workstations.

-Supervised a seamless relocation and installation of hardware including 14 user workstations and 2 network printers.

Medical Records Clerk

IOD Incorporated
Multiple Locations, Florida
May 2012-Mar 2013

-Responsible for processing all release of information specifically medical record requests in a timely and efficient manner.

- Ensured accuracy of records and provided customers with the highest quality product and customer service.

-Safeguarded customer medical records and release of records in compliance with HIPAA regulations and company policy.