Jane Doe
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OBJECTIVE

Experienced Technology Business Systems Associate with a strong background in computer information technology, specializing in vulnerability tracking, project coordination, and technical support.

EDUCATION

University City, State
August 2019

Bachelor of Science in Computer Information Technology

EXPERIENCE

Company City, State
June 2021 - June 2023

Technology Business Systems Associate

- Track vulnerabilities and vulnerability patches for 200+ Windows and Linux based servers using Jira.
- Incorporate strategies with 5+ engineers to coordinate the resolution of vulnerabilities to avoid further escalation.
- Create reports using PowerBI to conduct trend analysis for recurring vulnerabilities.
- Coordinate project plans, schedules and assist with IT technical writing in Confluence.
- Assist with maintenance of information security policies, standards, guidelines based on compliance requirements.

Company City, State
May 2020 – June 2021

Loan Documentation Processor

- Obtained and verified copies of loan applicants credit histories, financial and employment information.
- Lead virtual training sessions and resolve questions for new Loan Documentation Processors.
- Calculate income to validate that the borrower qualifies for the mortgage.
- Support HMCs in helping to complete a correct loan application.

Company City, State
January 2019 – May 2020

Technical Support Representative

- Provide fast and efficient customer service to end-users and internal Trimble teams.
- Deliver advanced technical support on problems of diverse scope.
- Maintain updated knowledge of company products and services to better provide customer support and service solutions.

SKILLS & CERTIFICATIONS

Skills: Agile, Jira, Confluence, ServiceNow, PowerBI, Python, SQL, Tableau, Microsoft Office and Excel, Critical Thinking, Leadership, Teamwork, Time Management
Certifications: Microsoft Azure Fundamentals