

YIA MOUA XIONG

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EDUCATION

Chippewa Valley Technical College, Eau Claire, WI

Associate of Applied Science in IT-Network Specialist – 2011

Associate of Applied Science in IT-Data Analyst - 2025

CERTIFICATIONS

CompTIA A+ Certified

CompTIA Network+ Certified

SKILLS

Data Mining: Excel Power Query, Alteryx

Data Privacy & Security: HIPAA, GDPR

Data Visualization: Report Builder, Power BI, Tableau

Databases: Microsoft SQL Server, MySQL, SQLite

Machine Learning: Pandas, Jupyter Notebook, Anaconda

Programming Languages: Python, JavaScript, SQL

Bilingual in Hmong and English

Operating Systems: Windows 10/11, Windows Server 2016, 2019

Project Management: Microsoft Project, JIRA

Active Directory, Group Policies, DHCP, DNS,

Terminal Services, Remote Support tools, VMware, MS Exchange

Troubleshoot and diagnose computer hardware and software problems

EXPERIENCE

Chippewa County

IT Support Analyst, December 2022 - Current

Create, manage, and maintain SharePoint

Train and create training materials for employees

Maintain and Troubleshoot Avatar EHR

Create and maintain accounts in Azure AD

Grow Green Garden Supplies

IT Consultant, March 2021 - December 2022

Monitor and maintain POS systems

Maintain backups

Install and Troubleshoot network devices

Assist with day-to-day store operations

Manage store inventory

Eau Claire Area School District

IT Systems Technician, August 2019 - March 2021

Monitor and maintain District servers and data backup processes.

Configure network devices as directed.

Work with systems for endpoint device management. Includes software distribution, updates, patching virus protection, and imaging.

Assist with network account creation and troubleshooting.

Clearly document features, technical specifications, and infrastructure requirements for self-produced technical work and job processes.

Provide Tier 2 level subject matter support and issue resolution as directed by supervisor.

IT Field Technician, October 2017 - August 2019

Configure devices as directed.

Analyze log files, investigate, and correct or record errors discovered.

Assess and perform "Bench Level" repair on audio visual and electronic components.

Provided technical support for all staff and students.

IDEXX Laboratories, Eau Claire, WI

Technical Services Consultant IV, August 2014 – October 2017

Provide technical project management to Veterinarians throughout the United States and Canada for new hardware/software implementations

Responsible for all hardware and network aspects of the project

Manage onsite technicians

Partner closely with sales to review client's needs

Create network topologies and implementation plans

Configure and install new servers, workstations, switches, routers, printers, and other network devices.