

Jane Doe

City, State 1 (123) 456-78901@gmail.com

EDUCATION

University

Bachelor of Science in Computer Information Technology

City, State

August 2019

EXPERIENCE

Company

Technology Business Systems Associate

City, State

June 2021 - June 2023

- 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

Loan Documentation Processor

City, State

May 2020 — June 2021

- 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

Technical Support Representative

City, State

January 2019 — May 2020

- 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