

# Name

Address  
Los Angeles, CA

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## Education

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### State University

Spring 2014

Bachelor of Science in Business Administration with a concentration in Information Systems & Technology

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## Experience

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### Technology Analyst,

April 2017- Present

- Liaison between business partners and cross-functional IT teams to gather requirements, provide IT expertise, and deliver solutions
- Translate users' business requirements into detailed functional designs for development, testing, and implementation
- Implement numerous business optimization projects that improved efficiency, reduced expenses, labor costs by optimizing manual processes
  - Projects include Jamf implementation, Jira/confluence implementation, database migration to MS Access, two-factor authentication implementation
- Demonstrated detailed knowledge of a wide range of commonly used software products to troubleshoot issues and give training in their use
- Hire, train and manage a team of IT Technicians

### IT Technician

June 2014- March 2017

- Troubleshoot, diagnose and resolve technical support requests
- Created documentation on IT procedures, cutting time needed to onboard new employees by 50%
- Work in conjunction with the Business Analyst to gather requirements for various projects
- Create standard accounts for new users for workstation login or email. Assign users to established groups and assign standard file permissions on appropriate servers
- Manage updates and security practices to ensure reliability and security

### Help Desk Technician

October 2012- May 2014

- Provide technical support for district staff (75 schools with 10,000 users) via email, phone, remote desktop, and walk-ins
- Track all help desk issues and ensure that all are assigned to a staff member, are completed, and that users are kept informed of the status of their requests
- Collaborate with a group of computer specialists, network administrators, and application analysts to support the end user's needs
- Configure, test, deploy Windows images for laptops and desktops

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## Key Skills

- Technical Troubleshooting
  - Project Management
  - Enterprise Implementations
  - MS Office Suite/Google Suite
  - Requirements Gathering & Analysis
  - Process Improvement
  - SQL
  - Jira/Confluence
  - Customer-oriented and patient
  - System Administration
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