

Firstname Lastname

firstlast@gmail.com ♦ (999) 999-9999 ♦ Relocating to New York, NY

EXPERIENCE

Hospital

June 2018 – December 2018

IT Specialist

Sydney, NSW, Australia

- While on a work/travel visa in Sydney, Australia, performed a Windows 10 upgrade for the hospital, scheduling and performing training sessions and coordinating with the PMO team, in addition to normal support duties.

Healthcare Company

May 2017 – August 2017; December 2017 – April 2018

IT Analyst

Melbourne, VIC, Australia

- While traveling in Australia, performed tier 1 and 2 support duties for a healthcare company in Melbourne.

Backpacking Trip Through South America

February 2015 – June 2016

Financial Software Company

June 2013 – March 2015

Change Management Analyst

Boston, MA

- Managed the day-to-day Change Management responsibilities for the company's product, a suite of financial services software marketed to banks, traders, and other financial institutions. Ran thrice-weekly change meetings, oversaw change workflow, reviewed every incoming change ticket, and performed user training and enforcement of policy in accordance with audit requirements.
- Partnered with QA, Operations, Release, and Project teams to implement continuous improvement.
- Performed compliance checks for external auditors in order to meet SEC regulations.

Manufacturing Company

2011 – 2013

Service Transition Analyst, December 2011 - June 2013

Framingham, MA

- Represented Service Delivery in most project meetings during their planning and execution stage.
 - Preemptively highlighted project gaps to be addressed or mitigated.
 - Ensured that there was a smooth and seamless knowledge transfer and handoff from the project team to the Service Desk and that the requirements for project closure were met.
 - Was a crucial team member of several large, complex projects, including a VPN rollout to over 5,000 users, and took the lead in the final months of an Office 365 upgrade for over 8,000 users.
- Prepared for and then managed the extended care period after each quarterly SAP release.
- Responsible for event and incident management: drafted and sent most IT communications to the business, and liaised between support staff and affected users, delivering regular updates.

Service Desk Analyst, September 2011 - December 2011

- Tier 1 and 2 support analyst.

Tech Company

May 2009 – August 2009; May 2010 – August 2010

Deskside Support Intern

Westford, MA

EDUCATION

University of Massachusetts, Amherst

May, 2011

B.A. with honors in Journalism & Anthropology

Amherst, MA

SKILLS

- ITIL V3 Foundation, ITIL V3 Intermediate OSA, and ITIL V3 Intermediate RCV certified.
- Proficient with SharePoint, Microsoft Visio, Adobe suite, SAP, ServiceNow, BMC Remedy, Cherwell, Google Apps, Windows, Mac OS, Linux, networking, Windows and Linux servers, Active Directory, Microsoft Exchange, Office 365, Citrix, and MDM technology.