

# Helpful Joe

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## SUMMARY OF QUALIFICATIONS

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- IT certified professional with 12 years of accomplished customer service experience
- Proficient analytical and organizational ability
- Four years of adept IT support experience

## EDUCATION

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### **Master of Science in Information Technology (Expected May 2021)**

State University; City, State

### **Bachelor of Arts in Interdisciplinary Studies (Information Technology Concentration)**

State University; City, State

## CERTIFICATIONS

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### **CompTIA A+**

Computing Technology Industry Association (CompTIA)

**June 2017**

### **Certified Scrum Master (CSM)**

Scrum Alliance

**March 2020**

### **MTA Database Fundamentals**

Microsoft

**July 2019**

## WORK EXPERIENCE

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### **Company, City, State**

**2019 - Present**

#### **Campus IT Systems Administrator**

- Maintain system availability and data center operations within university
- Troubleshoot software, hardware and network issues across campus
- Create technical support documentation for software use and guidelines
- Resolve tickets and issues within appropriate SLA timeframes
- Support and manage campus IT projects
- Replace network hardware as needed; coordinate with vendors to complete upgrades
- Support campus security equipment and access control devices
- Maintain inventory asset database of campus hardware and software
- Deploy, manage and maintain university technology assets (software, hardware and infrastructure)
- Manage daily operations of university computer lab and supervise lab student assistants

### **Company, City, State**

**2016 - 2019**

#### **Operations Technician (Lead)**

- Provided operational troubleshooting & support for internal department of over 200 users
- Provided IT support for laptops, desktops, printers, phones and network issues (local & remote)
- Performed software testing, deployments and post-deployment debugging
- Created end user SOP (Standard Operating Procedure) documentation for software use and guidelines
- Provided guidance & training to team members, conduct interviews for new hires

- Created and maintained employee database spreadsheets, regularly collecting new hire information and removing terminated employees

- Communicated with Directors, Vice Presidents and Unit Managers for bi-weekly meetings to discuss major incidents, follow ups and personal task/projects to be completed

**Company, City, State**  
**Operations Lead**

**2015 – 2016**

- Supervised store cashiers, warehouse associates and sales associates for the sales department

- Trained employees to encourage development and high service levels within customer service and sales increases

- Oversaw the daily operations of store warehouse and cash registers

**Company, City, State**  
**Fulfillment Supervisor**

**2013 – 2015**

- Managed data entry of client consolidations within Fulfillment Team

- Compiled and submitted daily MS Excel reports to upper management

- Coordinated system debugging requests

- Increased the total number of successful client consolidations from 800 to 1,900 while managing an average of 150 outbound and inbound calls on a daily basis

**Company, City, State**  
**Sales Associate**

**2008 – 2013**

- Assisted customers with sales floor product merchandise and inquiries including sales transactions, merchandising, and credit card benefits

- Facilitated excellent customer service to 20-70 customers on a daily basis

- Received office supervisory training

## LEADERSHIP EXPERIENCE

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**Upsilon Pi Epsilon, Florida International University**

**2019 - Present**

- **Member**; Honor Society for Computing and Information Disciplines

**School of Computing and Information Sciences (SCIS), Florida International University**

**2019**

- **Facilitator**; Facilitated event coordination including logistics, organizations, and set up workstations for students

- Proctored FIU High School Programming Contest by coaching and supervising students

## TECHNICAL SKILLS

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### Operating Systems:

- Advanced Knowledge: Windows 10, Windows 7, CentOS, Ubuntu, Mac

### Programming Languages:

- Intermediate Knowledge: Java, SQL, Shell, Bash

### Tools & Technologies:

- Advanced Knowledge: ServiceNow, Cisco Unified Communications Manager, Cisco Unity, Active Directory, OnGuard, Windows Server 2012/2016, Symantec Ghost, Microsoft Outlook, SharePoint, Word, Excel, Access

- Intermediate Knowledge: SQL Server, SSMS, VMWare, TCP/IP, Switches, Routers, Cisco IP Communicator, Dell vWorkspace