

EMILY E ARTSMEN

Technical Support Specialist

PROFILE

11years+ of demonstrated progressive technical experience in a similar role within an MIS team or department. Works closely with network engineers, venue management and venue operations staff to assess needs and deliver the required support.

CONTACT

California, Main Road

666-666-6666

noreply@resumetemplatecv.com

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EDUCATION

2004

B.Sc. in Computer Engineer
Western University

2008

CGPA – 3.84

2008

M.Sc in Information Technology
Miami University

2009

CGPA – 3.89

WORK EXPERIENCE

IT Support Specialist, Broxton Technologist Office

2009 – 2012

- Manage, track, and control daily/weekly payroll processing in a centralized the payroll function, working directly with other locations/departments in the.
- Arrangements busy accounting team calendars, including scheduling meeting, office meeting and greeting visitors and clients, implement goals and objectives aligned with department across multiple parties.
- Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility. working directly with other locations/departments in the Segment.

Senior IT Support Specialist, Drobox IT Technology System

2013 – 2017

- Initiative of team process improvement and a technology research and process improvement initiatives. Assets Customer and management in resolving technology problems an emergency basis.
- Confident identifying and the prioritizing process improvements for the Accounting Group. Ensure Accurate invoicing and optimality analysis for centralized.

SKILLS

- Ensures that necessary reports
- Supports and manage reporting
- KPIS, Internal SLOS, Vendor SLAS, MOR
- Installation, configuration and troubleshooting of computer systems
- Software, e-mail, network and peripheral equipment problems
- Spreadsheets and database management
- Extensive knowledge of MAC OS and iOS operating systems
- Experience with cable testing equipment
- Java, Python, Tomcat, and networking principals

INTERESTS & ACTIVITIES

- Derivatives
- Good Communicator
- Interest New Learning
- Coding
- Artificial Intelligence
- Gaming
- Programming