

Education: **Hamilton College**, Clinton, NY
Bachelor of Arts Degree in Mathematics and Economics

Employment Experience: **Information Technology Services, Hobart and William Smith Colleges** Geneva, NY
Senior Technical Support Specialist (January 2008 – Present)

Promotion added responsibilities, including

- Technical support
 - Replace defective or damaged hardware in student, faculty, and staff computers
 - Manage warranty service for IBM/Lenovo and Gateway/MPC laptop and desktop computers
 - Assist with configuration of personal mobile devices for wireless and e-mail setup
- Strategic duties
 - Develop and implement IT service catalog for requests and self service
 - Develop training plans and examine new ways to utilize student staff
 - Develop and implement plan to monitor updates of department service requests

Technical Support Specialist (October 2006 – December 2007)

- Technical support
 - Respond to phone, walk-up, and electronic service requests
 - Remediate customer malicious software infections
 - Install, update, and optimize system software
 - Diagnose hardware problems and recover data
 - Staff support center during after-business hours, providing professional support continuity
 - Work on a team to plan, update, and advertise student computer purchase program
 - Develop support documentation to streamline customer service protocols
 - Develop content for student-oriented information technology guide
- Supervisory duties
 - Manage and audit work order queue across department
 - Mentor and back up student help desk staff
 - Develop manual outlining student staff positions and duties

Information Technology Services, Hamilton College Clinton, NY
Supervisor of Student Technology Consultants, Multimedia Assistant (August 2004 – September 2006)

- Supervisory duties
 - Develop training materials and software, management, and duty documentation to create an instructional manual
 - Schedule and monitor staff of thirty students
- Hardware and software support
 - Provide technical support for presentations and digital projects
 - Support labs with Mac and Windows computers and multimedia peripherals
 - Maintain and monitor campus computer lab and classroom facilities

Cheney & Co. Creative Marketing Communications New Haven, CT
Administrative Assistant (March 2000 – March 2006, intermittent)

- Train staff on and support use of MS Office and Mac OS X
- Reception of customers, vendors, and deliveries
- Manage, organize, and archive files
- Proofread and edit of documents for production

Center for Educational Technology, Middlebury College Middlebury, VT
Advanced Student Technology Program Participant (July 2005 – August 2005)

- Study technological and communications development and social implications
- Train with multimedia and social networking software and study their applications
- Film, edit, and present an original video project

Professional **Certification:**

Development:

- CompTIA A+ *IT Technician*
- Microsoft Certified Desktop Support Technician
(*Supporting Users & Troubleshooting Desktop Apps on MS Win XP*)

Conferences and Training:

- Presented *Developing a Service Catalog for Higher Education Information Technology Services* (paper, presentation, and poster) at SIGUCCS fall 2009 conference
- NewScale ITIL service catalog workshops
- HDI and NYCHES chapter meetings

Coursework:

- A+ Hardware and Operating System Technologies
- Managing Operating Systems (Linux/Windows XP administration)
- Accessible Web Design
- Principles of Information Security

Computer

Skills:

Software:

Operating Systems:

- Windows 95 - 7
- Macintosh OS 9 - 10.6
- some Linux
- some Unix

Management Software:

- Altiris remote control and deployment console
- NetOp remote control
- Track-IT service request management

Creative Software:

- Microsoft Word, Excel, PowerPoint, Outlook, Publisher 97 - 2008
- Adobe Photoshop, Illustrator, InDesign, Acrobat, Dreamweaver, and Flash
- Apple iMovie, iDVD, GarageBand, iWeb, QuickTime Pro, Final Cut Pro, SoundTrack Pro, and DVD Studio Pro

Hardware:

- Troubleshoot startup and other hardware issues
- Desktop and laptop computer systems
- Peripheral devices, including
 - Printers
 - Scanners
 - Digital cameras
 - Digital video decks
 - Flash memory devices
- Parts replacement on desktop computer systems
- Parts replacement on several laptop computer systems