

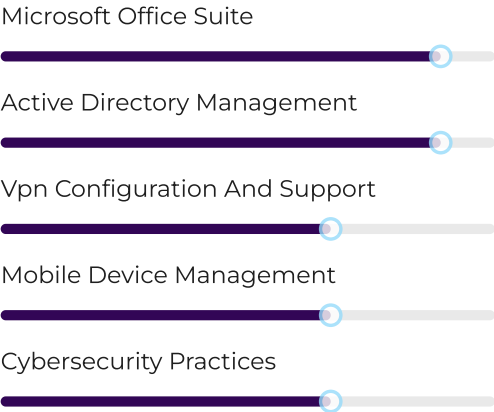


LIAM ANDERSON

Computer Operations Specialist

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📍 Los Angeles
🌐 www.qwikresume.com

💡 SKILLS



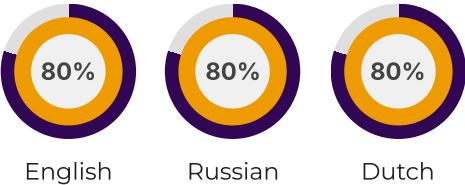
🎯 INTERESTS

🔧 DIY Projects ✂️ Crafting
🌀 Meditation 🏛️ History

👊 STRENGTHS

🌿 Humility 💡 Innovation
👁️ Insightfulness ✅ Integrity

🗣️ LANGUAGES



🌟 ACHIEVEMENTS

- 🌟 Streamlined user account management, reducing setup time by 30%.
- 🌟 Improved remote support response time by 25% through effective use of remote desktop solutions.
- 🌟 Implemented a new ticketing system that increased issue resolution efficiency by 40%.

👤 PROFESSIONAL SUMMARY

Results-oriented Computer Operations Specialist with 7 years of experience in managing system operations and technical support. Proven expertise in optimizing performance, troubleshooting complex issues, and implementing effective solutions to enhance productivity. Passionate about leveraging technology to drive operational excellence and committed to continuous improvement in the IT landscape.

💻 WORK EXPERIENCE

Computer Operations Specialist
Pineapple Enterprises 📅 Feb / 2020-Ongoing
📍 Santa Monica, CA

1. Execute corporate and remote user account management using Active Directory and proprietary software, ensuring compliance with security protocols.
2. Provide technical support for VPN configurations, facilitating secure remote access for users.
3. Deliver comprehensive administrative support for both internal and external clients through various communication channels.
4. Research and recommend hardware and software solutions to meet organizational needs effectively.
5. Maintain high standards of technical support, assisting users at all organizational levels.
6. Collaborate with cross-functional teams to identify and resolve technical issues while staying updated on industry advancements.
7. Track and manage issue resolution progress using corporate reporting tools to ensure timely solutions.

Computer Specialist
Crescent Moon Design 📅 Feb / 2018-Feb / 2020
📍 Portland, OR

1. Performed as a computer programmer/analyst, maintaining system code and implementing necessary modifications.
2. Conducted program and system level testing prior to the rollout of updates and changes.
3. Acted as Project Manager for system integrations, aligning user requirements with contractor deliverables.
4. Coordinated work assignments for contract personnel to optimize project outcomes.
5. Reviewed and updated training materials to meet compliance with national standards.
6. Participated in system meetings to align project goals with organizational objectives.

🎓 EDUCATION

Bachelor of Science in Information Technology
University of Technology 📅 Feb / 2016 - Feb / 2018
📍 Chicago, IL

Focused on network systems, database management, and software development.