

HENRY WALKER

Technology Coordinator

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PROFESSIONAL SUMMARY

Accomplished Technology Coordinator with 7 years of experience in enhancing technology infrastructures and delivering innovative IT solutions. Adept at managing system implementations, providing technical support, and optimizing operations for improved efficiency. Committed to fostering a technology-driven environment that empowers users and drives organizational success.

WORK EXPERIENCE

Technology Coordinator

📅 Mar / 2020 - Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Conducted surveys to assess user satisfaction with technology services.
2. Maintain accurate records of data communication transactions, issues, and resolutions.
3. Develop and deliver training materials and procedures for end users on hardware and software.
4. Collaborate with staff and management to define requirements for new systems or modifications.
5. Evaluate software and hardware, recommending improvements or upgrades to enhance performance.
6. Oversee daily performance and maintenance of computer systems, ensuring optimal operation.
7. Provide technical support and answer user inquiries regarding software and hardware operations.

Technology Coordinator

📅 Mar / 2018 - Mar / 2020

Cactus Creek Solutions

📍 Phoenix, AZ

1. Managed the tracking and production of digital jobs, ensuring timely delivery and quality standards.
2. Processed external and internal computer service orders, including proofs and color separation files.
3. Maintained and optimized the performance of computer systems and related technology.
4. Achieved certification in Project Management and various digital printing techniques.
5. Assisted in production orders, ensuring efficient operation of copiers and finishing equipment.

EDUCATION

Bachelor of Science in Information Technology

📅 Mar / 2016 - Mar / 2018

State University

📍 Portland, OR

Focused on network administration and IT project management.

SKILLS

Mobile Applications

Html/css Development

Web Development Tools

Adobe Flash Animation

Technical Troubleshooting

INTERESTS

🏠 Architecture

👥 Blogging

💻 Technology

✈ Travel

STRENGTHS

✅ Accountability

😊 Enthusiasm

⚓ Stability

🌿 Humility

LANGUAGES



English



Arabic



Italian

ACHIEVEMENTS

🌟 Implemented a new helpdesk system that reduced response time by 30%.

🌟 Conducted technology training sessions for over 100 staff and students, enhancing system usage.