

## CLAIRE STRODTBECK

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[additional contact information provided upon request]

## CAREER HIGHLIGHTS

- Demonstrated ability to liaise directly with chief officers and VIPs to understand technical requirements, and provide troubleshooting and one-on-one training on the use of new and unfamiliar hardware and software.
- Excellent written, verbal, and interpersonal communication skills.
- Ability to use any appropriate means to resolve critical and high-profile customer concerns and issues.
- Created user documentation, help materials and training documents for applications, websites, and interfaces.
- Ability to utilize company and Internet resources to quickly gain necessary knowledge to use new or unfamiliar applications and technologies.
- Collaborated with other support and engineering teams to provide optimal customer solutions.

## SKILLS SUMMARY

- SOHO networking experience including DHCP, DNS, and NAT firewalls
- Active Directory administration and maintenance in a Windows Server 2008 R2 environment
- Administration of both Windows and OS X clients on an Active Directory domain
- Experience using and supporting iOS, Android, and BlackBerry hardware and software
- Advanced, expert-level knowledge of Microsoft Office Suite through version 2013

## EMPLOYMENT HISTORY

Anadarko Industries	IT Specialist	January 2011 – December 2012
<ul style="list-style-type: none"><li>• Served as liaison with Remedy support group to improve Remedy capabilities for team.</li><li>• Worked with federal staff to manage hardware and disaster recovery plan for agency continuity-of-operations.</li><li>• Promoted and engaged in regular business continuity testing to ensure adequate preparation in the event of a disaster.</li><li>• Provided recommendations to agency chief operating officer regarding mobile hardware; resulted in cost avoidance as well as ensured quality-of-service and adherence to federal IT security policies and best practices.</li><li>• Managed BlackBerry hardware, software, and accounts for over 300 users.</li><li>• Cultivated excellent working relationships with agency VIPs to maintain a positive customer opinion of IT support.</li><li>• Provided critical statistical data to management in order to directly and efficiently improve quality of customer service. Used aggregate data to create attractive, polished, high level reports for distribution to agency leadership.</li><li>• Coordinated joint support efforts between agencies to resolve large-scale, widespread technical outages.</li><li>• Exceeded Tier II support duties on a regular basis by serving as a customer liaison between team's division and other support groups.</li></ul>		

<b>Apple, Inc.</b>	<b>Tier II Support Technician</b>	<b>February 2010 – December 2010</b>
<ul style="list-style-type: none"> <li>Streamlined processes and standards in order to expedite hardware repair and quality of service.</li> <li>Interacted directly with customers to quickly and efficiently resolve software and hardware issues.</li> <li>Consistently received accolades from customers in both technical skill and customer service.</li> <li>Provided auxiliary support whenever time allowed to multiple retail store teams, performing additional duties in inventory, sales, visual merchandising, customer training, and other areas.</li> </ul>		

<b>Purdue University</b>	<b>Web Application Developer</b>	<b>April 2008 – September 2009</b>
<ul style="list-style-type: none"> <li>Managed development projects for multiple customers from start to finish.</li> <li>Gathered requirements, provided feedback to customers to set reasonable expectations, and implemented applications while adhering to university policies and requirements.</li> <li>Directly engaged customers to implement requirements, bug fixes, and application updates.</li> </ul>		

<b>Cummins, Inc.</b>	<b>IT Support Manager</b>	<b>June 2006 – April 2008</b>
<ul style="list-style-type: none"> <li>Served as business and technical communications liaison between third party offsite contracted resources and Cummins development team.</li> <li>Ensured contracted development work met customer requirements and expectations.</li> <li>Followed SDLC to develop and implement patches for web-based engineering applications.</li> <li>Managed and approved revocation of account access to certain network resources.</li> </ul>		

## REFERENCES

References are available by request.

## EDUCATION

August 2002 – May 2006 – Indiana University-Purdue University Indianapolis – B.S., Computer Information Technology – 3.5 GPA

2007 – Cummins, Inc. – Internal Project Management Program

June 2010 – Apple, Inc. – Apple Certified Support Professional (ACSP); Apple Certified Macintosh Technician (ACMT)