

## CLAIRE STRODTBECK

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### CAREER HIGHLIGHTS

- Extensive experience working with delicate computer hardware, including performing advanced repair work on both laptop and desktop computers.
- Specific experience troubleshooting and repairing Apple hardware, up to and including all current-generation models of both laptops and desktops.
- Served two years as onsite technical support representative and lead technical support representative at Indiana University-Purdue University Indianapolis (IUPUI).
- Employed as an Apple Genius (Tier II Technical Support) at a retail Apple Store location; currently possess both ACSP and ACMT certifications.
- Excellent written, verbal, and interpersonal communication skills.
- Created user documentation, help materials and training documents for web-based applications.
- Ability to utilize company and Internet resources to quickly gain necessary knowledge to use new or unfamiliar applications and technologies.
- Intermediate to **advanced** technical experience with the following applications, systems, and technologies:
  - » **Apple OS X**
  - » Adobe Creative Suite (CS5)
  - » **Microsoft Office Enterprise 2010**
  - » **Microsoft Windows XP, Vista, 7**
  - » Suse, RedHat, Ubuntu Linux
  - » **Apache, MySQL, PHP**
  - » **Windows Server 2k8 R2, IIS 6 & 7**
  - » **MSSQL 2000, 2005**
  - » **ColdFusion 6 & 8**
  - » IBM Lotus Notes
  - » Rational ClearQuest
  - » Remedy Action Request System

### EDUCATION

August 2002 – May 2006 – Indiana University-Purdue University Indianapolis – B.S. (Computer Information Technology)  
2006 – IUPUI – Certificate in Information Technology  
2007 – Cummins, Inc. – Internal Project Management Program  
June 2010 – Apple, Inc – Apple Certified Support Professional, Apple Certified Macintosh Technician

### REFERENCES

John Irons – Engineering IT Manager – Cummins, Inc. – (812) 377-8952  
Teresa Pearson – Residential IT Services Assistant Manager – Indiana University – (812) 855-2401  
David Cobb – Senior Engineer – Cummins, Inc. – (812) 377-4867  
Julie Strietelmeier – Owner & Editor-in-Chief – The Gadgeteer – (812) 377-3179  
Tom Baugh – Technical Advisor – Cummins, Inc. – (812) 377-8533  
Danny Parrott – Windows Server Administrator – Purdue University – (765) 494-8006

## EMPLOYMENT HISTORY

### **Apple, Inc.**                      **Genius (Tier II Support)**                      **February 2010 – December 2010**

- Performed tier II technical support, interacting directly with customers to quickly and efficiently resolve software and hardware issues. Customers indicated strong satisfaction with performance in random feedback surveys.
- Routinely repaired computers using advanced troubleshooting techniques and repairing or replacing hardware as needed.
- Provided auxiliary support whenever time allowed to multiple retail store teams, performing additional duties in inventory, sales, visual merchandising, and other areas.

### **Purdue University**                      **Web Application Developer**                      **April 2008 – September 2009**

- Developed multiple data-driven web applications using ColdFusion, PHP, MySQL, MSSQL, and AJAX technologies.
  - » Web-based tool for auditing access control related to federally-protected student information.
  - » Order management system for faculty to buy into new supercomputing cluster.
  - » Documentation revision management system for publishing school policies and procedures.
- Directly engaged customers in order to implement requirements, bug fixes, and application updates.

### **Cummins Engine Company**                      **IT Support Manager**                      **April 2007 – April 2008**

- Maintained intranet web server running Solaris 9 with Apache, PHP, and MySQL.
- Managed guest wireless network access, including approving and revoking account access.
- Maintained and updated Internet-accessible website content.
- Managed workload delegation to onsite and offsite development resources.

### **Cummins Engine Company**                      **IT Project Manager**                      **June 2006 – April 2007**

- Managed and coordinated several web application releases.
- Served as business and technical communications liaison between third-party offsite software company and Cummins development resources.
  - » Created service and support contracts.
  - » Ensured offsite development work met customer requirements and expectations.
  - » Coordinated scheduled development work between Cummins and third-party resources.
- Composed user documentation and training materials for newly-released web applications.

### **Cummins Engine Company**                      **Website Design Intern**                      **May 2005 – August 2005**

- Implemented 6Sigma techniques to develop user interface requirements for website development.
- Developed, implemented, and supported two award-winning data-driven Intranet websites in a LAMP environment.

### **Indiana University**                      **Residential IT Services Lead Consultant**                      **August 2004 – May 2006**

- Performed tier II onsite technical support duties for undergraduate and graduate residents on-campus.
- Trained new employees in departmental and university policies and procedures.
- Served as communications and employee liaison between Indianapolis team and managerial staff in Bloomington, IN.
- Received Employee of the Month award for efficiency and quality-of-work in handling increased workloads during a staffing shortage.