

STEPHANIE W. MONROE

99 Phillips Street, Apt. 202 ~ San Francisco, CA 94105

415-555-1212

monroe@group.net

QUALIFICATIONS

Dynamic young IT professional with solid academic preparation and excellent technical experience used to optimize technology to drive business performance. Recognized for innovative thinking and providing successful technical solutions to achieve strategic goals. **Actively hold an Interim Top Secret Clearance.**

Other competencies include:

- Strong business background through academic studies; understand “big picture” business concepts including budget planning, pricing, market growth, delivering high-impact presentations, and customer retention.
- Highly organized with the ability to juggle multiple duties paying close attention to details. Proven ability to learn, retain, and apply new information quickly.
- Very personable and engaging with the ability to build strong relationships with clients and teammates.
- Excellent with Microsoft SQL Server, Microsoft Office Windows XP, develop websites using HTML in Macromedia Dreamweaver, and maintain good understanding of java programming, IBM DB2.

PROFESSIONAL EXPERIENCE

TREVOR INTERNATIONAL, INC., *System Administrator I*, San Francisco, CA 2007-Present
Overseas Business Operations

- Troubleshoot a variety of hardware and software issues on commercial and proprietary systems.
- Manage support tickets and provide remote assistance through SMS client software.
- Transitioned from small non-profit (MMCS) to large private organization. Maintain a successful work environment for 1100 users and provide first, second, and third level IT support for internal/external clients.
- Recognized for maintaining a consistent “First Call Resolution” exceedingly higher than company average.

MMCS, *IT Specialist/Systems Administrator*, San Francisco, CA 2006-2007
Health Care Accreditation

- Increased company profits and accelerated membership enrollment by creating over 50 electronic healthcare applications for new and reaccredited companies.
- Monitored 100 end users within network and administered company network including installing and maintaining antiviral software and created BES Server. Created email accounts and worked committees through Microsoft Active Directory.
- Engaged as point of contact for departmental IT purchases and internal IT infrastructure and implementation.
- Gained hands-on business experience including assisting in creating IT budget plans for future fiscal years, conducted extensive market research to determine pricing and provide analytics, and managed extensive inventory.
- Supervised the IT training/orientation of employees as well as assisted in creating and updating IT policies.
- Updated internal intranet and company website ensuring current information was accessible.
- Designed an electronic map for Government Relations Department, visibly highlighting accredited states.

DEPARTMENT OF TREASURY, *Intern*, Washington, DC 2006
IRS/Office of Chief Counsel

- Created and arranged electronic files on shared drive and provided administrative support for the Associate Deputy Chief Counsel.

EDUCATION

CALIFORNIA UNIVERSITY, San Francisco, CA
Bachelor of Business Administration in Computer Information Systems
Minor in Business Administration, 2006

- Computer Based Information Systems Society, Past Member, 2004-2006