

IVY A. HEREDIA

Philadelphia, PA • 267-322-8379 • aiheredia@outlook.com

IT Support Professional | CompTIA Certified

Skilled and passionate Technical Support Technician that maintains a wide-ranging IT skill set, including break/fix, hardware and software support, network security, virtualization, mobile OS support, troubleshooting, and more. Excelled within an experiential and project-based IT training program, and earned industry-aligned certifications. Recognized as a top-performing technician trainee who dedicated 25+ hours of extra study time after class each week.

TECHNOLOGY SUPPORT SKILL SET

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- | | | |
|------------------------------------|-------------------------|----------------------------|
| ▪ OS installs/repair/admin | ▪ Linux, MacOS, Windows | ▪ User management |
| ▪ Command line tools | 7,8,10 | ▪ Troubleshooting theory |
| ▪ Virtualization & cloud computing | ▪ Mobile OS support | ▪ Hardware repair/installs |
| | ▪ Network security | ▪ Coding fundamentals |

TRAINING, EDUCATION, AND PROFESSIONAL DEVELOPMENT

IT Support Specialist

Cigna Insurance - Philadelphia, PA

2021 - 2023

As an internal IT Support Specialist at Cigna, I was responsible for assisting colleagues with technical issues or questions relating to computer hardware or software devices. My duties include taking phone calls from customers or communicating with them through messaging platforms (WebEx, Outlook), helping customers diagnose technical issues over the phone and speaking with them about installing hardware or software on their computers.

Other duties include:

- Handling customer technical support cases through phone and ticket system.
- Updating colleagues with best practices for persistent and non-persistent devices.
- Trouble-shooting issues with hardware such as printers, docking stations, laptops, thin clients and other peripheral devices
- Trouble-shooting issues with virtual desktop interfaces using director and cloud monitor. Virtual workstations supplied by Citrix.
- Achieving resolution through collecting relevant data, identifying and evaluating options and suggesting a course of action.
- Maintain client confidence by keeping their information confidential
- Preparing reference material for users by drafting operation instructions
- Maintaining system functionality by testing computer components
- Installing applications using companies' internal app portal
- Improving existing programs by providing feedback to update internal knowledge-based articles.
- Use of Active Directory to unlock internal accounts and check for global groups necessary for certain accesses.
- Use of Okta platform for SSO management and Multi-factor Authentication Enrollment
- Use of internal password management tool to reset/unlock different accounts on various domains.
- Use of remote desktop to assist with troubleshooting.
- Basic Microsoft office troubleshooting for all applications.
- Experience using Host on Demand systems and configuring Bluezone sessions
- Trouble-shooting network issues with Wireless access points (aruba & meraki devices) and VPN's.

JobWorks Education & Training Systems – Philadelphia, PA 2021

TechWorks – Experiential and Project-Based IT Support Training Initiative

- Excelled within an **intensive 250+ hour training program** that builds relevant and immediately applicable IT support skills through a wide-ranging and innovative curriculum
- Received one-on-one mentorship from an **expert IT professional** and tech entrepreneur who has more than 15 years of technology support experience
- **Earned 2 industry-aligned certifications**, including CompTIA IT Fundamentals and IBTA Business Communication; pursuing the CompTIA A+ and CompTIA Cloud Essentials credentials
- Immersed in and **acclimated to a results-driven and customer-focused organizational culture**, which includes high performance expectations, rigorous standards, and a team-based approach
- Absorbed a wide ranging and relevant IT support curriculum, including break/fix, hardware installs and repair, OS support & installation, networking, security, mobile devices, virtualization and more
- **Recognized as a top-performing technician** trainee who maintained a near perfect attendance and punctuality record, and passionately dedicated 25+ hours of extra study time after class each week

International Business Training Association – Philadelphia, PA 2021

Certified Business Professional – Business Communications

- Successfully competed the requirements to be recognized as a certified Business Professional in the field of Business Communication.

HIGHLIGHTED EXPERIENCE

ARS Premier Foods - Burlington, NJ 2018 - 2020

Accounts Payable/Receivable

- Efficiently process invoices and manage accounts for customers
- Correspond daily with sales personnel and customers, ensuring all questions are resolved quickly

STEMulate - Philadelphia, PA 2015 - 2017

Outreach & Strategic Program Manager

- Manage a staff of 15+ teachers and executive staff on-site and off-site
- Hired teachers and created teacher curriculum and trainings
- Effectively managed partnerships, curriculum, collaborations, and all communication

Temple University Tech Support - Philadelphia, PA 2009 - 2011

Tech Support

- Troubleshooting issues with printers, desktop, and projectors
- Configuring printer and projector settings
- General maintenance for classroom technical equipment

OTHER TECHNOLOGY EXPERIENCE

- **Installation & Setup:** Created a robust home lab by designing systems, purchasing all supplies and components, building desktops, installing OS, and troubleshooting issues
- **Troubleshooting & Support:** Assisted those in the community, family members, and colleagues with their home and work technology through a wide range of technical support and repair