



GERALDINE



IT OPERATIONS ANALYST

CONTACT

- Phone, Email, Location icons with redacted information

EDUCATION

2006-2010

- BACHELOR OF SCIENCE IN COMPUTER SCIENCE

SKILLS

- Microsoft 365, Workplace Technology Remote Support, Effective Communication, Application Quality Analysis, Time Management, Knowledge Management Strategy & Design, Application Management, Asset Risk Management, Customer Technical Support

LANGUAGES

- English (Fluent), Japanese (Basic)

TRAININGS

- AWS Certified Solution Architect (SAA-C03)

CERTIFICATION

- TEFL (International Open Academy)

PROFILE

Experienced IT Operations Analyst with over 5 years in managing and optimizing IT infrastructure. Skilled in system administration, network management, and troubleshooting. Seeking to leverage expertise in a dynamic and growth-oriented organization.

WORK EXPERIENCE

[Redacted] IT OPERATIONS ANALYST SEPT 2022 - MAY 2025

- Provide technical support and guidance to end-users and staff, ensuring responsive and quality customer service. Responding to and solving customer technical requests, show an understanding of the customer's managed hosted environment and applications within the OpenText Cloud, enabling resolution of complex technical issues. Analyze IT systems to identify areas for improvement and develop strategies to optimize IT processes. Business application used for clients' needs. Assist with strategic planning to improve IT operations and align them with business objectives.

[Redacted] IT AND ADMIN SPECIALIST FEB 2022 - AUG 2022

- Ensure all IT systems are running smoothly, including regular updates. Provide technical assistance to staff, resolving hardware and software issues. Oversee the network infrastructure, ensuring connectivity and security. Maintain accurate records and documentation for both IT and administrative processes.

[Redacted] IT HELP DESK SUPPORT AUG 2018 - JULY 2021

- Perform routine maintenance on IT systems, including updates and patches. Maintain accurate records of issues and resolutions to help with future troubleshooting. Diagnose and resolve technical problems, escalating more complex issues to higher-level support when necessary. Provide first-level support to users experiencing hardware, software, or network issues.

REFERENCE

- Reference list with redacted names and contact information, including an email address.