

## 25LIVE FUNCTIONAL ADMINISTRATOR/SUPERVISOR OF I.T. HELP DESK

### Professional Summary

Experienced R25/ 25Live Administrator committed to maintaining cutting edge technical skills and up-to-date industry knowledge.

### Skills

- Excellent communication skills
- System upgrades
- Excellent problem-solving abilities
- Microsoft MSCA/MCSE Certified
- Excellent problem-solving abilities
- Excellent diagnostic skills
- Enterprise technologies

### Work History

25Live Functional Administrator/Supervisor of I.T. Help Desk , 10/2007 to Current

Company Name " City , State

Communicate with and identify the needs of Resource 25 usage for staff members within the University. Set boundaries for Web Viewers and Users. Respond to space requests. As the University's appointed Resource 25 Administrator, all information on Resource 25 must be kept current by deleting space/creating new space . Run weekly reports giving key information as to the events occurring on campus and the Sports Complex. E-mail to members of the events Committee. Take leadership role at the Events meeting which precedes the events meeting. Run weekly reports on Sports Complex activities and e-mail to Village of Lisle. Develop, review and implement policies and procedures for the Resource 25 space reservation process. Other Functions: Keep current and communicate with IT on the need for Resource 25 upgrades and research and identify the need for efficiencies such as the Resource 25 and PeopleSoft interface. Train authorized Benedictine staff members to use Resource 25 at the User level. Maintain/update Resource 25 web site. Assist areas within the Office of Operations during summer/vacation period.

Handle/answer inbound requests from customers. Answer phones professionally. Answer Service Desk requests and tickets in a timely manner. Use questioning and listening skills that support effective telephone communication. Support and provide superior service to customers via various communication media. Resolve customer support related issues and provide customer with proper resolution, via troubleshooting techniques. Deliver prompt and accurate assistance, with the highest levels of quality service and professionalism. Research required information using available resources. Transfer requests with specific/complex inquiries to appropriate department or person. Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions, and unintentional disconnects. Recognize, document and alert the supervisor of trends in the customer requests. Suggest process improvements for the department. Retain and execute proficient knowledge of daily processes and procedures. Assist with CSR training. Assist fellow CSRs with challenging situations. Mentor CSRs. Act as go-to point person for the department. Act as a Team Lead in the absence of the Service Desk Team Lead on an as needed basis. Perform CSR responsibilities based on Benedictine University's mission, vision, direction and business objectives. Reinforce company and department policies, processes, and procedures. Assist with special projects and other duties as assigned. Ability to work successfully as part of a team.

Supervisor Public Safety/ Digital Media Tech , 09/2003 to 06/2006

Company Name " City , State

Make frequent patrols, by foot and vehicle, of designated campus areas to watch for unusual or suspicious activities and hazardous situations. Report situations to dispatcher and/or supervisor. Respond to a variety of situations and incidents; including, but not limited to: burglaries, thefts, assaults, sexual assaults, robberies, accidents, medical emergencies, fire alarms, etc. Take positive action on complaints/calls for assistance received from faculty, staff, students, visitors and others. Detain offenders taken into custody until Chicago Police Department is on scene. Notify Chicago Police on all incidents viewed on public or private property in the area surrounding campus. May be required to testify in court. Respond to a variety of complaints/calls received from residents who live in the immediate campus area. Control access to unauthorized areas. Question suspicious persons as to their purpose for being in a specific location. Screen outsiders or visitors to campus and campus buildings. Check, lock and open University buildings and classrooms for regular classes as well as room rentals in the academic buildings. Check office areas for suspicious activities. Open offices, upon request by occupant, and secure offices when found open and unattended. Write incident reports when action is taken by a Public Safety Officer. Notify Chicago Police on all major incidents/crimes.

Oversees the use of various media equipment, including video, film, photographic and audio equipment. May oversee or operate highly technical or complex equipment, such as multi-media and computer projection equipment. May assist in training, scheduling, and distributing work of other staff, members, students, casuals and temporary workers. Provides information and advice to a diverse University public on technically complex matters. Responds skillfully to a high volume of customer questions and complaints. May consult with clients in the planning of media production projects or events, and in developing budgets. May be responsible for quality control aspects of media production. May coordinate equipment installation, maintenance and repair needs. May troubleshoot and perform minor maintenance on equipment and systems. May make recommendations for equipment purchases, system design, and facility utilization. Performs related job duties as required. Typical Requirements Education: High school graduate or equivalent plus technical school (or equivalent), w

Legislative Aide , 02/1999 to 08/2003  
Company Name " City , State

Assisted City of Chicago Alderman in successfully fulfilling their public obligations by providing support services in the areas of administration, communication, research and public relations.

Prepared bills, memos, circulars and other official documents as and when required Wrote press releases and speeches on behalf of the Alderman  
Managed press conferences and other meetings Maintained digital records of the legislation and filed the original documents for future Planned  
Alderman's schedule and organized the necessary meetings according to priority Coordinated with other employees and departments Made  
transport arrangements for official tours

#### Education

Bachelor of Arts : Social Science , 2015  
Benedictine University - City , State

- Top 15 % of class
- Emphasis in [Name of Emphasis]
- Emphasis in Social Science
- Top [Number] % of class

#### Certifications

- Microsoft Certified Professional (MCP)