

# Chanda Jameson

## CONTACT

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## EXECUTIVE SUMMARY

**MOTIVATED, PERSONABLE BUSINESS PROFESSIONAL** with a successful 7-year track record of profitable small business ownership. ● Proficient in Information Technology and operations. ● **DIPLOMATIC & TACTFUL** with professionals and non-professionals at all levels. ● **PROACTIVE** in creating and implementing disaster preparedness ensuring smooth & timely system restoration. ● Demonstrated history of providing **EXCELLENT CUSTOMER SERVICE** and effective communication. ● **FLEXIBLE & VERSATILE** able to maintain a sense of humor under pressure. ● **POISED & COMPETENT** with demonstrated ability to easily transcend cultural differences. ● **DETERMINED** and thrive in deadline-driven environments.

## KEY SKILLS

Technical Support  
Software Configuration  
Remote Management  
Active Directory  
Networking  
Technical Writing

## EXPERIENCE

*Mar 2019 to present*

### Technical Analyst I ● Thales Avionics

- Advanced troubleshooting of Operating Systems, software & hardware
- Technical writing & Maintenance of internal knowledgebase
- Hardware, Software & Network installation and configuration
- Software & hardware installation/configuration
- Windows Administration including SCCM & Active Directory

*Mar 2019 to Apr 2020*

### Support Technician III ● PointOS Professional

- Software & hardware support
- Troubleshooting Windows & PointOS software
- SQL Database support
- Network configuration/support
- Remote management

*Jun 2015 to Mar 2019*

### Support Technician II ● Synergon Solutions

- Advanced troubleshooting of Operating Systems, software & hardware
- SQL Database management
- Hardware, Software & Network installation/configuration
- Server Administration including SCCM & Active Directory
- Technical writing & Maintenance of internal knowledgebase

## EDUCATION

Keiser University  
Melbourne Florida  
AS Information Technology  
3.5 GPA

## REFERENCES

Available upon request