

Tinamarie Reid
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PROFESSIONAL PROFILE

Experienced and goal-oriented technical technician with regards in helpdesk support and telecommunications. Highly organized, detail oriented, quick learner and self-motivated with over 10 years of technical and customer service experience.

PROFESSIONAL EXPERIENCE

SLK America 2017 – 2019
Senior Engineer – IT
Responsibilities:
Maintain all IT functions for the Hoover, AL location which includes laptops, all user setup, phones and servers. Support all software installs, users support, security access into building, and equipment usage.

Outsource LLC 2014 – 2017
IT Helpdesk Technician
Responsibilities:
Install/maintain servers (2003-2008), Maintain Outlook 365 and Microsoft Office, VOIP Phone system Star2Star, Multiple branch offices within the U.S., Computer Hardware and Software, PC's Machines and applications. Applications include: Office 03/07/10/365, Tempworks, E-Recruit, and Active Directory

Texaslending.com 2009 – 2014
Network Administrator
Responsibilities:
Install/maintain servers (2003-2008), VMWare Servers, Lync 2013 Server, Toshiba Telephone systems, Microsoft Office, Computer Hardware and Software, Drobo, PC's/Virtual Machines and applications. Applications include: Office 03/07/10, Forefront, PC Lender, Calyx Point, Flagstar, Citi Correspondent, Bank of America Correspondent, Certified Credit, Fannie Mae DO, MetLife/Tango, Freddie Mac LP, Fax Finder, The Work Number, Active Directory, Postini, MERS, Do Not Call, Del Mar DataTrac and Wells Fargo.

Citigroup, Irving, TX 2006 – 2008
Help Desk Specialist
Responsibilities:
Level 1 technical support of in-house software (Global Talent Management Systems, Oracle Enterprise PeopleTools 8.48, PeopleSoft version 8.80.02.00, Taleo Staffing Webtop 7.0, Learning Management Systems (SumTotal), and Non-Employee Management Systems) using the Remedy ticketing software through telephone calls and emails. Reset user passwords and trained other specialists.

MILITARY

United States Navy, Pearl Harbor, HI
1990-1997

EDUCATION

DeVry Institute of Technology, Columbus, OH/Irving, TX
AS in Electronics 1994 – 1997
BS in Technical Management 2001