

MARA MANDERNACH

IT SPECIALIST & DEVELOPER

515-360-4765

maramandernach@gmail.com

1000 SE 11th St, Grimes, IA,
50111

SUMMARY

Dedicated IT professional with extensive experience in technical support, system configuration, and web development. Proven track record in endpoint management, cloud solutions, and client support, complemented by a Google IT Support Professional certification. Seeking a System Administrator role to leverage diverse technical expertise and drive infrastructural excellence.

SKILLS

- Debugging & Troubleshooting
- Security Protocols (Encryption, Endpoint Management)
- Network Protocols
- Scripting (PowerShell, Bash, etc.)
- Cloud Technologies & Infrastructure (Azure, VMware)
- Communication

WORK EXPERIENCE

FHLBDM

IT Service Desk Technician (contract) || February 2024 - Current

- Assist DE with the deployment maintenance of applications, utilizing PDQ Deploy.
- Employ WorkSpace ONE for device management, VMware Horizon for virtual desktop infrastructure, and vSphere for server virtualization, enhancing system efficiency and user experience.
- Deliver exceptional customer service support by efficiently handling calls, emails, walk-ups, and ServiceNow ticket requests for members, sponsors, and employees.
- Work on many different side projects including creating a GUI app with the use of Python and SQL.

F&G Life Insurance

Client Technology Support Analyst (contract) || June 2023 - December 2023

- Led laptop building, imaging, and configuration efforts in Des Moines.
- Provided in-person and remote support, emphasizing efficient issue resolution.
- Managed configurations for HP laptops in compliance with industry and security standards.
- Built robust internal and external partnerships to improve collaboration.
- Handled tier-I support and Assisted in Automating laptop configuration processes using PowerShell Scripts.

Solutions Management Group (SMG)

Technical Support Analyst || June 2022 - May 2023

- Delivered comprehensive remote support to DMACC staff, students, and faculty.
- Prioritized First Call Resolution, escalating complex issues to specialized teams.
- Oversaw and maintained computer and AV-related technology at DMACC.
- Performed hardware repairs and replacements, and managed computer inventory.
- Utilized tools like Active Directory, Azure, and SCCM for system administration tasks.

Des Moines Area Community College

Computer Tech Assistant || February 2021 - June 2022

- Efficiently addressed customer complaints and escalated issues.
- Employed monitoring tools, including Jabber and Active Directory, to mitigate technical challenges.
- Collaborated with the DMACC community to resolve technical issues and update systems.
- Used PowerShell for Active Directory tasks and system diagnostics, improving technical response times.

EDUCATION

Associate's Degree in Website Development

DMACC || August 2021 - May 2023

Certificate of Specialization in Web Development

DMACC || August 2021 - May 2022

CERTIFICATIONS

Google IT Support Professional

Coursera || June 2023