

Jane Doe

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EDUCATION

University of Sussex – Philosophy (BA Hons)

2016–2019

- Dissertation on Ethics and AI

EXPERIENCE

Acme Technology Ltd – Technology business systems associate
2024–now

- Track vulnerabilities and vulnerability patches for 200+ Windows and Linux based servers using Jira.
- Incorporate strategies with 5+ engineers to coordinate the resolution of vulnerabilities to avoid further escalation.
- Create reports using PowerBI to conduct trend analysis for recurring vulnerabilities.
- Coordinate project plans, schedules and assist with IT technical writing in Confluence.
- Help maintain information security policies, standards, guidelines based on compliance requirements.

The Financial Loans Company – Loan Documentation Processor

2021–2024

- Obtained and verified copies of loan applicants credit histories, financial and employment information.
- Led virtual training sessions and resolve questions for new Loan Documentation Processors.
- Calculated income to validate that the borrower qualifies for the mortgage.
- Supported HMCs in helping to complete a correct loan application.

Omega Software Solutions – Technical Support Representative

2019–2021

- Provided fast and efficient customer service to end-users and internal Trimble teams.
- Delivered advanced technical support on problems of diverse scope.
- Maintained updated knowledge of company products and services to better provide customer support and service solutions.

SKILLS & CERTIFICATIONS

Skills: Agile, Jira, Confluence, ServiceNow, PowerBI, Python, SQL, Tableau, Microsoft Office and Excel, critical thinking, leadership, teamwork, time management

Certifications: Microsoft Azure Fundamentals