

# Anastasia D. Kwit

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## SUMMARY

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Management professional with diverse experience in multiple levels of Business Management, IT, Volunteerism, and Leadership. Serve in multiple elected positions in local Unit of the world's largest women's patriotic service organization. Managed mid-size business technology environments, projects, and user experiences. Streamlined IT operations to increase efficiencies and reduce costs. Authored variety of business, SOP, and technical documents.

## EXPERIENCE

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**Witt/Kieffer** – Oak Brook, IL – *Support Desk Analyst* 12/2015 – Present

- Provide Level 1/2 tech support as first contact point for 250-user community via phone, chat, text and email.
- Resolve end user requests concerning network connectivity, applications, hardware and mobility issues.
- Create and distribute IT documentation for user community regarding hardware and applications.
- Responsible for network traffic monitoring and reporting on a scheduled basis.

**Seven10** – Summit, IL – *IT Principal & Consultant* 12/2001 – Present

- Provide technology consulting and project management services for individuals and small business environments including troubleshooting and repair, training, and purchase recommendations.

**SMS Assist, LLC** – Chicago, IL – *Communication & Technology Manager* 2/2006 – 11/2011

- Managed IT operations for staff of 120+ including user accounts, Exchange mailboxes, mobile device management, local and SaaS applications, and hosted VoIP system.
- Maintained all documentation for asset management and internal IT procedures.
- Established and enforced corporate-wide policies and procedures consistent with IT best practices.
- Purchased and configured user hardware/software including desktops, laptops, printers, and mobile devices.

**E.R. Moore, Co.** – Chicago, IL – *Corporate Trainer* 4/1996 – 6/2005

- Implemented training for over 100 personnel for new Oracle system, including presentations, testing, SOP manual writing, and authoring company-wide communication regarding new policies and procedures.
- Responsible for processing student and faculty academic apparel orders for high-profile accounts including Ivy League colleges, schools and medical societies.

## VOLUNTEER

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**American Legion Auxiliary** – La Grange, IL – *Unit 1941 Past President, Secretary* 8/2013 – Present

- Elected as Unit President for two consecutive terms and revitalized membership participation and programs.
- In 2015 introduced and continue to manage bi-annual Project Day to collect care package items, host food drives, and create greeting cards for hospitalized veterans, among other projects.
- Direct Americanism program including Essay Contest; developed relationships with local schools to increase participation from 10 to over 200 entries annually from local youth.
- Fundraise for veterans and active duty military via Poppy Days, Poppy Day Drive-Thru and annual raffle events.
- Manage digital presence (website, Facebook, Mailchimp, Patch articles) and real-world profile of Unit 1941.

## EDUCATION

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**DePaul University, Kellstadt Graduate School of Business** – Chicago, IL

- M.B.A. *with Distinction*, IT Strategy & Service Management, Marketing Management, Sports Management

**Loyola University** – Chicago, IL

- B.A., *magna cum laude*, Communication

## LANGUAGES

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**English:** Native language

**French:** Intermediate (speaking, reading, writing)