

# Anastasia D. Kwit

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## SUMMARY

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Certified IT Professional with diverse experience in multiple levels of IT, management, and leadership. Managed mid-size and enterprise-level environments, projects, and user experiences. Streamlined IT and business operations, increased efficiencies and reduced costs. Authored variety of business and technical documents.

## EXPERIENCE

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**Witt/Kieffer** – Oak Brook, IL – *Support Desk Analyst* 12/2015 – 7/2018

- Earned exemplary survey results with a 100% satisfaction rating and consistently positive comments on superlative customer service.
- Used ITIL training to improve efficiency and communication among IT team, management and end users.
- Provided Level 1/2 tech support as first contact point for 250+ user community via phone, chat, text and email.
- Resolved end user requests concerning network connectivity, applications, hardware and mobility issues.
- Created and distributed IT documentation for user community regarding hardware, software and applications.
- Installed software; diagnosed, repaired, and maintained all hardware and desktop equipment; imaged user computers; configured mobile devices; maintained leased multi-function copy and print equipment.
- Responsible for network traffic monitoring and reporting on a daily basis.

**Seven10** – Summit, IL – *IT Principal & Consultant* 12/2001 – 12/2015

- 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.
- Managed Windows Server environment, backups, private cloud, wireless networks, PCs, printers, and mobile devices in conjunction with external consultant team.
- Responsible for 24/7 uptime of infrastructure, hardware, and applications.
- 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 100+ personnel for new Oracle system, including presentations, testing, SOP manual writing, and authoring company-wide communication regarding new policies and procedures.
- Partnered with IT staff to document both IT and business procedures to improve system conversion strategy.

## CERTIFICATIONS

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- Cisco CCNA, Routing & Switching
- Cisco CCENT, Routing & Switching
- CompTIA A+ and Network+
- ITIL Foundation Certificate, ITIL v3 2011

## 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

## VOLUNTEER

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- American Legion Auxiliary, Unit 1941 President 8/2013 – Present