

Anastasia D. Kwit

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SUMMARY

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

CERTIFICATION & CONTINUING EDUCATION

- Microsoft Professional Program: Data Analysis
- Cisco CCNA & CCENT, Routing & Switching
- CompTIA A+ and Network+
- ITIL Foundation Certificate, ITIL v3 2011

EXPERIENCE

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

- Provide technology consulting and project management services for individuals and small business environments including environment analysis, troubleshooting, training, and procurement (part-time business).

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 and effective user support.
- Used ITIL training to analyze workload and increase efficiency and communication between team, end users.
- Provided Level 1/2 tech support as first contact point for 200+ 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 and applications.
- Installed software; diagnosed, repaired, and maintained hardware and desktop equipment; imaged user computers; configured mobile devices; maintained leased multi-function copy and print equipment.
- Responsible for monitoring of network traffic, evaluating operational benchmarks and adjusting when appropriate, and reporting outlier KPIs to IS Director on a daily basis.

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

- Managed IT operations for staff of 120+ including user accounts, mailboxes, hardware, mobile device management, local and SaaS applications, and hosted VoIP system.
- Co-managed Windows Server environment, backups, private cloud, wireless networks, PCs, printers.
- Established and enforced corporate-wide policies and procedures consistent with IT best practices.
- Defined and analyzed KPIs for internal operations team and managed service vendors and improved efficiency.
- Responsible for 24/7 uptime of infrastructure, hardware, on-prem and CoLo Windows servers and applications.
- 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.

EDUCATION

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

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