

Amanda Higley

2015

2719 Weller Road, Silver Spring, MD 20906
(540) 222-9802
aahigley@gmail.com
www.amandahigley.com

OBJECTIVE

I am a detail-focused, A+ Certified, reliable professional looking to gain further experience in the technology industry while gaining a Master's degree in Information Assurance.

EDUCATION

Masters Degree, Information Assurance

University of Maryland University College
Expected May 2016

Bachelor's of Science, Biology

University of Mary Washington
August 2006 – May 2009

CERTIFICATIONS

CompTIA A+ Certification

Valid July 2014 – July 2017

EXPERIENCE

CentroNia, Inc. – Technology Intern

September 2014 – Present

- Desktop deployment and configuration using Windows 7 Professional across four sites
- New employee setup using Active Directory, linking new employee profiles with network shares and new email set up within Microsoft Exchange
- Installation of new hardware accessories (memory, replacement hard drives)
- Creation of purchase orders and equipment ordering

SecureNet Payment Systems – Operations Specialist

September 2010 – November 2012

- Board merchant credit card and ACH processing applications
- Determine overall risk analysis of businesses applying for credit card or ACH

- processing services and provide approval recommendations
- Creation of merchant processing terminal configurations
- Create standard operating procedures for merchant onboarding

Temporary Solutions/NetStar 1 – Data Entry Specialist

March 2010 – September 2010

- Processed Lead Abatement applications and payments for EPA contract
- Exceeded daily data entry quota by over 20%
- Modified contractor photos for badges using image editing programs

ADDITIONAL SKILLS

- Proficient in the troubleshooting and the replacement of Computer Hardware
- Proficient in operation of Microsoft Office suite (Word, Excel, PowerPoint, Outlook) and troubleshooting Microsoft Operating System
- Installation of racked servers in data centers
- Re-cabling of server infrastructure
- Typing speed - 72 words/minute