

## **Rachel Murphy**

(559)-960-2811 | rachelirene1996@gmail.com

A dedicated IT professional with a strong foundation in network administration, system support, and troubleshooting. Proven skills in customer service, technical assistance, and software maintenance, eager to apply expertise in a dynamic IT environment. Strong experience with Windows and Linux OS, Active Directory, and network architecture (LAN/WAN), and committed to delivering high-quality service in fast-paced environments.

### **Education**

*Associate's Degree in Information Technology* | Fresno City College | July 2024

*Certificate in Cyber Technician Specialist* | Fresno City College | July 2024

*A+ Certified* | CompTia | January 2025

### **Technical Skills**

- Proficient in Windows Network Operating Systems, Active Directory, and Windows Exchange
- Experienced in troubleshooting PC/LAN/WAN/Telecom/Mobile Devices
- Familiar with network architecture and client/server computing concepts
- Knowledge of SQL database management and C++ programming
- Proficient in Microsoft Office Suite and Google Workspace
- Knowledge of cybersecurity principles and data communications
- Excellent Customer Service Skills

### **Work Experience**

Fulfillment Associate | Amazon Fulfillment Center | Fresno, CA | October 2019 – Present

- Provided first-level support and troubleshooting for internal systems and equipment.
- Managed service tickets and coordinated with teams to resolve issues efficiently.
- Demonstrated the ability to coach and direct work in a fast-paced environment.

Assistant | Jalin Murphy Handyman Services | Fresno, CA | February 2018 – October 2019

- Managed financial transactions and reviewed bank statements.
- Played a key role in client communication and transaction management.
- Enhanced organizational and administrative skills.

Team Manager | Taco Bell | Fresno, CA | January 2017 – February 2018

- Trained and led a team to ensure the delivery of exceptional customer service.
- Managed day-to-day operations, enhancing efficiency and resolving customer inquiries.
- Experienced use of Point-of-Sale technologies in a retail environment

**References available upon request**

**Relevant Projects:**

IT System Troubleshooting & Network Support: Hands-on experience with Windows Network OS and Active Directory for user account management and system maintenance.

SQL Database Management: Worked on database development and queries, assisting in data management for various applications.

**Interests:** Cybersecurity, Emerging Technologies, Software Development