

Leah Vance (she/her)

Leahvance6312@gmail.com

(573) 645-0094

1407 Paris Rd
Apt. R
Columbia MO, 65201

Education	<u>Cole R-V Eugene High School</u> IT Generalist I - Registered Apprenticeship National Accreditation	May 2019
Skills	Desktop Troubleshooting Networking Windows Server Administration Active Directory Group Policy Office 365 Powershell C# .NET Python SQL Javascript	
Experience	<u>Good Day Farm</u> IT Support Specialist <ul style="list-style-type: none">- Create, update, and resolve tickets in ITSM system- Provide on-site and remote technical support to the cultivation team across 5 sites- Manage networking, access control, and IP camera systems- Ensure the network, access control, and IP camera systems are compliant with state regulations.- Assist with network replacements at acquired sites- Track user assets such as computers, laptops, tablets, printers, and peripherals via Intune and SysAid- Run and terminate CAT cables where needed	May 2023 – February 2025 Columbia, MO
	<u>StorageMart</u> Marketing Generalist <ul style="list-style-type: none">- Maintain up to date records on project management software- Maintain email marketing systems to ensure accurate deliveries- Construct email templates in HTML that reflect company branding- Build AI chat bot workflows for natural language processing- Build custom web applications to aid documentation and workflows	June 2021 – May 2022 Columbia, MO
	<u>Midwest Computech</u> Support Technician <ul style="list-style-type: none">- Keep accurate notes for ticketing system- Provide remote desktop technical support to a wide range of users and businesses- Drive a company vehicle to provide on-site support- Troubleshooting UTM firewalls, switches, access points, and servers- Troubleshooting AD, Group Policy, and DNS on Windows Server 2016 – 2019 environments- Install, repair, and onboarding of desktop computer hardware- Install and maintain access points, switches, UPS, and VOIP hardware	January 2019 – December 2020 Columbia, MO
	<u>Hy-Vee Food and Drink</u> Aisles Online Delivery Driver <ul style="list-style-type: none">- Shop customer orders and organize them into totes- Organize work area to accommodate the days orders- Drive a company vehicle to customer residences and deliver orders- Carry out customer orders to pick up location	June 2017 – January 2019 Osage Beach, MO