

Leah Vance (she/her)

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Columbia MO, 65201

Education	<u>Cole R-V Eugene High School</u> IT Generalist I - Registered Apprenticeship National Accreditation CompTia A+ - Candidate ID: COMP001022881313	May 2019
Skills	Desktop Troubleshooting Networking Windows Server Administration Active Directory Group Policy Office 365 Powershell C# .NET Python SQL Javascript	
Experience	<u>IP Focus Logistics</u> Amazon Delivery Driver – Safely operate Amazon delivery vans to transport and deliver packages to residential and commercial customers. – Perform pre- and post-trip vehicle inspections to ensure safety and compliance with company standards. – Accurately load delivery vans with daily packages, organizing items for efficient route completion. – Navigate delivery routes using GPS and route optimization tools to meet delivery timeframes. – Provide excellent customer service by ensuring packages are delivered safely, and on time. – Maintain delivery records and report any vehicle or package issues promptly to dispatch.	October 2025 – Current
	<u>Good Day Farm</u> IT Support Specialist – Create, update, and resolve tickets in an 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 – 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 – Provide remote desktop technical support to a wide range of users and businesses. – 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