

# **Anna Jaffe**

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### **E-Mail: spainstudent@gmail.com**

**Operating Systems:** Windows 2000/XP/Vista/7/8/8.1/10**,** Mac OS 10.4-10.15, Ubuntu Linux,

**Certifications:** CompTIA A+, MCSA Windows Server 2012 (pending), CompTIA Network + (pending)

**Software:** Microsoft Server 2008/2012**,** Microsoft Office 2000-2013, Microsoft Office 365, Symantec/McAfee Antivirus, Ghost, Acronis, Windows RDP, TeamViewer, GoToMyPC, Real VNC

## **Experience:**

## **1/05-current Computer Technician/System Administrator/On-call Technical Support**, **Self-Employed**

## **/Castrucci Architect, NYC**

* Support and maintain Windows and Mac platform computers
* Troubleshoot various hardware and software issues with Android and IOS tablets and phones
* Use variety of remote software for troubleshooting
* Install and maintain printers and imaging devices
* Perform network installation, configuration and troubleshooting
* Repair and upgrade desktops, laptops and netbooks
* Remove viruses and malware, optimize performance
* Migrate data from older versions of operating systems/across various operating systems
* Engaged in various short-term computer projects

## **06/13-12/14 System Administrator, Ferrum International, New York, NY**

## Administer Server 2008 (Active Directory) user accounts

## Maintain, upgrade, optimize Microsoft Workstations, laptops and Android and IOS-based mobile devices in the small company environment

* Create, manage, troubleshoot workflow and email on Microsoft Office 365 platform
* Solve problems with Microsoft Outlook and other Office 2007-2010 applications
* Troubleshoot network issues

**08/07-6/11 Technical support/ Consultant, EZ Billing, Elmont, NY**

* Performed troubleshooting of various user problems relating to Operating System issues Windows XP/Vista/7
* Resolved networking/connectivity issues
* Upgraded hardware, such as hard drives, memory, DVD-roms, etc
* Installed imaging devices, such as printers/scanners/web cameras
* Configured remote access software (RDP, VNC, WinSCP, SecureFX)
* Maintained, upgraded and backed up portable devices such as laptops and smartphones

**01/09-03/10 PC NY Tech, NYC**

**Technical support/Hardware Technician Consultant**

**** Solved problems relating to Operating System issues XP/Vista/Windows 7, network

connectivity, TCP/IP configuration, MS Office products and Internet connectivity.

* Performed upgrades, installation of software and drivers and essential desktop troubleshooting.
* Deployed updates, service packs and hot fixes using Windows Update, Automatic Updates.
* Installed logical printers on a print server and prepared print server to host clients.
* Resolved problems with hardware peripherals such as printers and scanners, DVD-ROMs, NIC and video cards.
* Performed repair and upgrades of laptops, replaced hard drives, LCD screens, motherboards, RAM

**6/01-current**  **Various Private Tutoring/Supplemental Educational Service (SES) Providers, NYC**

**Private Tutor/Educational Consultant**

* Provided SES tutoring
* Standardized / Specialized Admission Test Preparation (NY Citywide, Stuyvesant Test/ISEE, SAT, Regents, GED)
* Tutoring academic subjects among various age groups, ranging from Pre-K to college
* Tutoring Spanish / Russian / English as a Second Language
* Working with children with special needs
* Specialized Schools/College Entrance Consulting: applications, personal statements preparation, financial aid, scholarships.

**Education**

**1998-2002** **Binghamton University (State University of New York)**

Majors: Psychology/Spanish/Philosophy

**1997-1998 St. Louis University, Madrid Campus**