SUSAN MOORE

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| INFORMATION TECHNOLOGY / WEB DEVELOPER |

IT Specialist with 10+ years in the IT field, including time as an IT manager overseeing specialized projects. Web Developer with 3+ years' experience working with websites. Comfortable with working on WordPress and Wix websites for different organizations. Recognized by prior employers for exceptional performance as an IT Specialist.

EXPERIENCE

IT Specialist, *End Violence Against Women International*   9/2018 to 1/2022
- Provided IT support, installed and troubleshooted software and hardware issues.
- Maintained organization websites, updating the sites, and updated content.
- Contributed other administrative duties which included managing orders, helping with correspondence to board members, filing documents in SharePoint, answering questions submitted through website and providing phone support.

Self-Employed, *Susan Moore IT Services*   8/2017 to Present

- Maintain and develop various non-profit websites.
- Provided IT support to the Colville Valley Adventist Academy which involved hardware installations and troubleshooting IT issues.
- Replaced all old computers with newer equipment which involved imaging computers and installing them on the network. Ensured servers are up and backups running.

IT Specialist, *USDA-OCIO*   11/2015 to 9/2016

- Installed complex, non-standard software on workstations and kept track of licensing. Provided system administration and troubleshooting support for servers.
- Implemented and conducted inventory disposition and deployment and kept inventory database up to date.

Supervisory IT Specialist, *USDA-OCIO*   3/2005 to 10/2015

- Oversaw the management and performance of fifteen information technology specialists engaged in resolving and addressing the support requirements of end-users, customers, and business partners.
- Represented the SCA-IT organization on government-wide initiatives, committees, and programs pertaining to assigned program areas, services, and operations; and provided liaison and pertinent information to internal USDA and external organizations.

EDUCATION AND TRAINING

Business Administration, BSBA – Walla Walla University, College Place, WA

Full Stack Software Developer Online Course, Certificate – Edmonds College