

MARIELI TORTORA

IT Support Specialist

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(539) 787-7578

Reading, PA



PROFILE

Motivated IT Support Specialist with 2 years of experience, adept at troubleshooting and resolving technical issues. Quick learner with a keen interest in expanding skills and knowledge. Committed to providing exceptional support and ensuring seamless technology operations.

LINKS

[linkedin.com/in/marielitortora](https://www.linkedin.com/in/marielitortora)

SKILLS

Windows

Networking

Troubleshooting

Active Directory

Ticketing Systems

LANGUAGES

English

Portuguese

HOBBIES

Photography

Gardening

Cooking

EMPLOYMENT HISTORY

IT Support Specialist at IBM, PA

May 2025 - Present

- Spearheaded a team initiative to streamline ticket resolution processes, reducing average response time by 27% within six months.
- Developed and implemented a training program for new hires, increasing onboarding efficiency by 34% and enhancing team productivity.
- Collaborated with cross-functional teams to deploy a new software update, improving system reliability and decreasing downtime incidents by 15%.
- Analyzed user feedback to identify recurring issues, leading to the creation of a comprehensive knowledge base that decreased user inquiries by 23%.
- Enhanced cybersecurity measures through proactive monitoring and threat analysis, contributing to a 20% reduction in potential security breaches.

IT Support Technician at Accenture, PA

Apr 2023 - Apr 2025

- Spearheaded a team of five technicians in a project that reduced system downtime by 27%, enhancing operational efficiency and client satisfaction.
- Developed and implemented a new ticketing process, improving response time by 32% and streamlining communication across departments.
- Trained over 60 junior staff members on troubleshooting techniques, fostering skill development and boosting team productivity.
- Collaborated in cross-functional teams to deploy software updates, resulting in a 45% increase in user adoption rates within the first month.

EDUCATION

Associate of Applied Science in Information Technology Support at Harrisburg Area Community College

Oct 2018 - May 2023

Relevant Coursework: Networking Fundamentals, Operating Systems, Database Management, IT Security, Technical Support, and System Administration.

CERTIFICATES

CompTIA A+

Oct 2023