Kristinia Bilinsky

IT Support Specialist

Details

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(574) 456-7851

Des Moines, IA

Profile

IT Support Specialist with three years of experience, adept at resolving technical issues and enhancing system performance. Proven track record in troubleshooting, user support, and maintaining hardware/software. Skilled in delivering efficient solutions and improving user satisfaction.

Employment History

IT Support Specialist at IBM, IA

Mar 2025 - Present

- Spearheaded a network optimization project that reduced system downtime by 38% and improved response times by 22%, enhancing user satisfaction across the organization.
- Collaborated with cross-functional teams to streamline IT support processes, resulting in a 15% increase in ticket resolution efficiency over six months.
- Led the implementation of a new ticketing system, which decreased average resolution time from 4.2 hours to 3.1 hours, boosting team productivity and service delivery.
- Conducted over 50 training sessions for staff on emerging technologies, improving overall technical competency scores by 29%, fostering a more knowledgeable workforce.

IT Support Technician at Accenture, IA

Feb 2022 - Feb 2025

- Spearheaded a system upgrade project that reduced downtime by 27%, enhancing overall productivity for 1,500+ users across multiple departments.
- Collaborated with cross-functional teams to implement a new ticketing system, decreasing response time by 35% and improving client satisfaction scores by 20%.
- Conducted comprehensive training sessions for over 200 employees on cybersecurity best practices, resulting in a 45% drop in security incidents within six months.
- Streamlined software deployment processes, cutting installation times by 40% and reducing error rates by integrating automated testing protocols.

Education

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

Mar 2018 - May 2022

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