



# Alia Dacre

## IT Support Specialist

IT Support Specialist with 8 years of experience, adept at strategic problem-solving and leading technical teams. Expert in troubleshooting, system optimization, and user support. Proven track record of enhancing IT infrastructure and elevating operational efficiency.

[alia.dacre@gmail.com](mailto:alia.dacre@gmail.com) 

(715) 949-0655 

Honolulu, HI 

### Education

**Associate of Applied Science  
in Information Technology  
Support at Honolulu  
Community College**

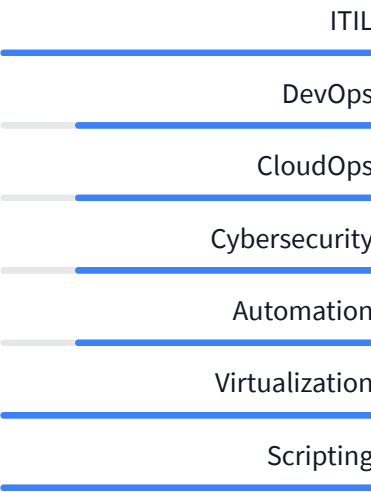
Mar 2013 - May 2017

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

### Links

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

### Skills



### Languages



## Employment History

### Senior IT Support Specialist at IBM, HI

May 2025 - Present

- Spearheaded a team of 12 IT specialists, enhancing system uptime by 18% through strategic infrastructure upgrades and proactive maintenance protocols.
- Led the implementation of a new ticketing system, reducing response time by 37% and elevating customer satisfaction scores to an all-time high.
- Orchestrated cross-departmental projects that streamlined processes, achieving a cost reduction of \$250K annually for the organization.
- Developed and executed training programs for junior staff, resulting in a 25% increase in first-call resolution rates within six months.
- Collaborated with senior management to align IT initiatives with business goals, contributing to a 22% growth in digital service capabilities.

### IT Support Technician at Microsoft, HI

Sep 2021 - Apr 2025

- Spearheaded a team of 12 technicians, reducing system downtime by 23% through strategic deployment of resources and streamlined troubleshooting processes.
- Enhanced user satisfaction scores by 18% by implementing proactive support measures and personalized training sessions for over 450 staff members.
- Led the integration of advanced diagnostic tools, decreasing ticket resolution time from an average of 3.2 hours to just under 2 hours.
- Directed cross-departmental initiatives that optimized IT infrastructure, resulting in a cost savings of \$150,000 annually.

### IT Support Assistant at Cisco Systems, HI

Aug 2017 - Aug 2021

- Spearheaded a cross-functional team to streamline IT support processes, reducing ticket resolution time by 27% and increasing customer satisfaction scores by 15% within a year.
- Led the implementation of an innovative network monitoring system that decreased downtime incidents by 35%, enhancing overall system reliability and performance for over 1,200 users.
- Developed and executed training programs for junior support staff, resulting in a 40% improvement in first-call resolution rates and fostering a culture of continuous learning and development.