

RONISHA ISHAM

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PROFESSIONAL SUMMARY

I am a highly skilled and results-oriented professional with solid academic preparation. I have four years of experience in Information Technology Administration. I have worked in top universities and colleges to utilize and enhance my skills, proven ability to assess and manage complex tasks. Successful in intense and demanding environments, providing strong team leadership in technology implementation. I have in-depth knowledge and experience working with cross-functional teams and serving as a technical support lead.

SKILLS

- Office 365 Administration
- System installation and upgrade
- Oversee data storage and retrieval
- Maintain Computer Systems
- Troubleshoot Computer Systems
- Handle Backups
- Team management
- System analysis

EXPERIENCE

Texas A&M University-Central Texas, Killeen, TX — *Service Desk Specialist*

JANUARY 2019 – CURRENT

- Promote positive user experience through onboarding for various technology platforms used by multiple user groups.
- Troubleshooting user accounts and guiding them through support systems.
- Provide network connectivity assistance to users and email configuration.
- Provide Tier 1 phone support to users to assist with user authentication and password resets.
- Troubleshooting hardware and software users face.
- Ensuring efficiency in helpdesk tickets submissions for items that require escalation to Tier 2 or Tier 3 support.
- Issuing essential equipment to users and updating information in the knowledge base system.

Texas A&M University-Central Texas, Killeen, TX — *Success Student Facilitator*

JANUARY 2019 – NOVEMBER 2019

- Assist in collecting feedback via telephone from users of the Tutoring Center and online.
- Assist with data entry and compilation of information from users of academic support programs.
- Provide support for student success workshops and assist with printing and assembling handouts. Provide occasional front desk relief, greeting students/visitors, and answering telephone calls.
- Provide support in mailing/emailing correspondence to students.

Paul Quinn College, Dallas, TX — *Information Technology Intern*

AUGUST 2016 – JUNE 2018

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- Office 365 administration, Active Directory Administration, and Remote Access Control.
 - Managed campus databases and systems upgrade.
 - Set up and secured over 600 user accounts.

Paul Quinn College, Dallas, TX — *Information Lead Intern for Civic and Student Engagement*

AUGUST 2014 – JUNE 2016

- Supervised 20 student employees for the university fitness center and student recreation room to ensure schedule adherence, safety, and facility readiness.
- Developed student workers in leadership, personal goal setting, social awareness, and career and professional development.
- Supervised and lead staff meetings.

AmeriCorps (Eagle Scholars), Dallas, Texas — *Internship*

JUNE 2013 – JULY 2013

- Mentored upper-grade students to improve their class performances.
- Established and lead students in career path education.
- Created curriculum with integrated learning experiences.

EDUCATION

Texas A&M University-Central Texas — *Masters of Science in Information Systems*

MAY 2018 – DECEMBER 2020

Paul Quinn College, Dallas, TX — *Bachelor of Science in Business Administration*

OCTOBER 2009 – MAY 2014