Allison Christiansen

allison@achristiansen.com | 315-775-8290

EXPERIENCE

Information Technology Specialist - City of Watertown (Watertown, NY) - October 2019-Present
- Provided end-user support for applications and systems
- Created documentation for processes, configuration, and troubleshooting
- Coordinated with vendors to troubleshoot systems

Web Developer - Timeless Frames (Watertown, NY) - April 2010-December 2011, April 2013-August 2019
- Worked consistently with other internal teams (especially marketing and customer care) and outside consultants to ensure a successful customer experience
- Configured new Apache web server on Linux Virtual Machines running on a Windows Server 2012 R2 Hyper-V Hypervisor, mitigating multiple security vulnerabilities
- Coordinated with my supervisor and other stakeholders to achieve funding and buy-in to initiate projects and to ensure they were on schedule and adhered to the specifications provided
- Discovered a security vulnerability, then developed and engineered a plan to mitigate the vulnerability by overhauling the web server, which prevented the disruption of credit card payments on the company's website
- Demonstrated the ability to reverse engineer undocumented code, to allow future changes to custom solutions
- Brought the web site security rating from an F to A+ on Qualys SSL Labs
- Integrated social networking (primarily Facebook), which improved customer engagement
- Built on previous experience and skills to learn a new Content Management System (Drupal) and adapt to the company's workflows

Electronics Sales Associate/Cashier - Navy Exchange (Naples, Italy) - August 2012-December 2012
- Maintained a thorough understanding of computers and other electronic merchandise and was able to educate customers in selecting the best product to meet their needs
- Participated in initial and continued product training to better help management and customers, indicating an ability to learn new technology
- Recognized for excellent customer service skills and technical aptitude, leading to management's recommendation and selection for a promotion to the position of Electronics Sales Associate
- Assisted customers during the checkout process and provided customers with information regarding product warranties and electronic products

Premier Customer Support Representative - Stream Global Services (Watertown, NY) - February 2010-April 2010
- Provided technical support for Salesforce, a Customer Relationship Management system
- Earned the required "Salesforce Certified Administrator" certification with the first test attempt, whereas it was typical for it to take multiple attempts
- Communicated effectively with customers via email and telephone for the purpose of routine setup and troubleshooting of products and services
- Conducted research through the company's knowledge base and outside resources to ensure the customer's technical problems were solved in an efficient and timely manner
- Effectively transferred and assigned various customer requests to the suitable party or department as necessary and maintained a case load

Programmer - Medical Mavericks (Rochester, NY) - May 2009-February 2010
- Collaborated with team members to validate systems and testing for functional requirements
- Made improvements to client-based applications, both on-site and remote, using C#, ASP.NET, and SQL Server
- Exercised extreme attention to detail and enforced access control permissions in a hospital environment where accuracy and privacy was of the utmost importance
- Frequently adapted to minimal requirement definition or changes in requirements by discussing with stakeholders and developing a plan to both achieve the customer's goals, as well as meet the established timelines for the project
- Acted as a subject matter expert, formulating multiple courses of action and communicating them to the stakeholders, allowing for the selection of the plan that most closely aligns with the business goals

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EDUCATION

Rochester Institute of Technology, Rochester, NY
Bachelor of Science with Honors - Information Technology (May 2008)
Dean's List: Fall 05-06, Winter 05-06, Spring 05-06, Winter 06-07, Spring 06-07, Winter 07-08

SKILLS

- Customer Service: troubleshooting, ticketing systems, professional demeaner
- Software: Microsoft Office (Word, Excel, Access, Outlook, Visio, OneNote, PowerPoint, OneDrive, Skype), Adobe Photoshop, Adobe Acrobat Pro, Google Apps, Apache Server, Microsoft Visual Studio, Tortoise SVN (Subversion), GitHub, Netbeans
- Operating Systems: Windows 7/8/10, Windows Server 2012/R2, Linux (Redhat, Ubuntu, SUSE), macOS, Microsoft Hyper-V, Android
- Hardware: Printers, Scanners
- Programming Languages: C#, ASP.NET, PHP, (X)HTML/HTML5, CSS, JavaScript, AJAX, jQuery
- Database: MySQL, Microsoft SQL Server
- CMS: Drupal, WordPress
- Networking: TCP/IP, OSI model

Certifications

- [CompTIA Security+ ce](#)
- Salesforce (Certified Administrator)

VOLUNTEER POSITIONS

Tech Team member – New Life Christian Church (Watertown, NY) – November 2014 – Present
- Operate macOS computer to display on screen lyrics during a live service
- Develop and maintain multiple WordPress websites for the church and affiliated organizations
- Received Volunteer of the Year Award (2016)

IT Director/Web Developer – Voice of Compassion of the Children of Haiti (Watertown, NY) – February 2017 – Present
- Attend board meetings to coordinate the organization's ongoing efforts
- Develop and maintain organization's website
- Visited the orphanage in Haiti to provide social/emotion support and supply food

Center Representative – USO (Fort Drum, NY) – September 2011 – November 2016
- Performed office duties including answering phones and sending and receiving faxes for visitors and staff
- Provided a welcoming experience to visitors by greeting them and showing the center's amenities
- Referred visitors to other agencies or resources as necessary