





JADE ROSENTHAL

IT PROFESSIONAL

CONTACT

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SKILLS

Business Operations
Cloud Computing & Storage
Coding: Python, Powershell, JavaScript,
Customer Service
Data Analysis
Google Workspace
Inventory & Information System
Management
MS Office 365 / Google Drive
Networking / VPN Management
Open AI (ChatGPT) / Google Gemini
Policy & Procedure Implementation
Process Improvement
ServiceNow
Team Leadership / Management
Vendor Relations
Windows / Mac / Linux OS
Workflow Optimization

EDUCATION

Erie Community College

Computer Science
2014-2017

SUMMARY

Results-driven IT and Operations leader with a proven coding background. I excel at building high-performing teams, optimizing IT operations, and implementing cost-effective solutions. My technical insight, gained through hands-on coding experience, allows me to streamline processes and deliver tangible improvements without sacrificing quality.

WORK EXPERIENCE

IT Support Technician

ATOS IT - Northrop Grumman Corp 2024- Present

As the sole IT Technician in Buffalo, I manage all on-site and remote Windows 11 devices within an Active Directory environment. I handle upgrades, troubleshooting, and Office Suite support, using PowerShell for Active Directory automation and system management. Ticket resolution is managed via ServiceNow, email, and Teams.

IT Operational Manager

Mongoose Research Inc 2023-2024

I managed the entire technology infrastructure, including hardware, software, and networks, and led efforts to optimize and upgrade systems with minimal disruption. I oversaw the helpdesk team, developed cybersecurity policies, and supervised IT staff, ensuring efficient operations and staff development. Additionally, I maintained vendor relationships, handled strategic IT planning and budgeting, and managed IT projects from start to finish while providing training and support to end users.

IT Inventory Control Specialist

Synergy IT Solutions within M&T Contract 2022-2023

I developed and implemented an inventory system to track hardware, software, and usage data, ensuring its compatibility with existing IT management tools. In addition to training staff and ensuring regulatory compliance, I conducted regular audits, addressed discrepancies, and established processes for continuous updates. Collaborating with stakeholders, I oversaw the configuration, installation, and performance optimization of systems, ensuring they met operational needs while identifying opportunities for further enhancements.

IT Technician / Manager

Business Computers Plus, Inc. 2018-2022

I regularly communicated with customers and suppliers to gather feedback, improve services, and negotiate favourable agreements. I utilized Python for database data analysis, extracting customer and supplier feedback to inform business decisions and negotiate agreements. I developed tools for monitoring equipment performance, automating reporting, and visualizing data to facilitate proactive maintenance and minimize downtime. Additionally, Python scripting aided in building a searchable knowledge base, streamlining technical troubleshooting and improving response times.

REFERENCE

- Leslie Skwara, VP of Operations — Mongoose
Leslie@HelloMongoose.com - (716)316-8378