

Sarah Anderson

IT Manager

Newly promoted IT Manager with 6 years on help desk and infrastructure teams. Recently took over a 5-person support group at a regional credit union and stabilized a backlog of overdue tickets within the first quarter.

CONTACT INFORMATION



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EDUCATION

B.S. in Computer Information Systems, Arizona State University, 2018

CompTIA Network+, 2019

ITIL 4 Foundation, 2022

KEY SKILLS

- Active Directory / GPO
- Microsoft Intune
- Help desk supervision
- Cisco Meraki
- Windows 10/11 imaging
- Confluence + Jira
- MFA rollout (Duo)
- Vendor coordination
- KPI reporting

PROFESSIONAL EXPERIENCE

IT Manager | Saguario Ridge Credit Union, Tempe, AZ |
2023 – Present

- Manage 5 analysts supporting 280 branch and corporate staff across 9 locations in Arizona.
- Cleared a 312-ticket backlog inherited from the prior manager within the first 90 days by adding a same-day triage queue.
- Coordinated the rollout of MFA across all employee accounts ahead of the NCUA examination window.
- Track monthly KPIs (first-call resolution, SLA hit rate, CSAT) and review them with the CIO every other Friday.

Senior IT Support Analyst | Saguario Ridge Credit Union, Tempe, AZ |
2020 – 2023

- Served as escalation point for Tier 1 and Tier 2 across all branch issues, including ATM uptime and teller terminals.
- Rebuilt the Active Directory group policy structure after a Windows 11 pilot exposed inconsistent baselines.
- Wrote 40+ internal KB articles in Confluence that new hires still use during onboarding.