

Brenda Mitchell

IT Specialist

IT specialist with 5 years supporting mid-sized professional services firms. Handles endpoints across Windows and macOS for a 300-employee company and runs onboarding for 8 new hires per month.

CONTACT INFORMATION



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EDUCATION

Bachelor of Science in
Information Technology,
University of Minnesota Twin
Cities, 2019

CompTIA Network+, 2020

Azure Administrator Associate
(AZ-104), 2023

KEY SKILLS

- Microsoft 365 administration (Exchange Online, Teams, SharePoint)
- Azure identity and conditional access policies
- Microsoft Intune and endpoint management
- Windows and macOS troubleshooting
- Active Directory and Group Policy
- PowerShell scripting for user and license management
- Windows patch management

PROFESSIONAL EXPERIENCE

IT Specialist | Lindqvist and Poole Consulting, Minneapolis, MN |
2022 – Present

- Manage a fleet of 310 laptops through Intune, including compliance policies, app deployment, and BitLocker key recovery.
- Run onboarding for an average of 8 new hires per month, from Azure account creation through equipment delivery on day one.
- Rebuilt the SharePoint permissions model after an audit finding, moving 47 sites to group-based access instead of individual assignments.
- Serve as the IT liaison on the security committee; coordinated a phishing simulation that dropped click rate from 18% to 7% over two quarters.
- Handle vendor conversations for Zoom, Adobe, and DocuSign renewals under the CIO's review.

Systems Administrator | Northshore Credit Union, St. Paul, MN |
2020 – 2022

- Administered Active Directory and Group Policy for 6 branches and roughly 140 users.
- Owned monthly Windows patching; kept branch compliance above 95% for 18 straight months.
- Replaced end-of-life switches at 3 branches on evening cutover windows, no next-day disruption.
- Wrote the disaster recovery runbook for the core banking server and tested it twice a year.

Help Desk Analyst | Kettleford Insurance Services, Bloomington, MN |
2019 – 2020

- First point of contact for 180 employees on Windows, Office, and remote access issues.
- Closed the majority of tickets on first touch; escalated network and server issues to the sysadmin team.
- Trained new hires in a weekly 45-minute IT orientation session.

- Networking fundamentals (name resolution, address assignment, VLANs, remote access)
- Ticketing systems (ServiceNow, Freshservice)
- Onboarding and offboarding workflows
- Vendor and license management
- Phishing simulation and end-user security training