



Anika Strand

Technical Support Specialist

Holding a CompTIA Network+ certification and 6 years of experience in multi-platform troubleshooting, endpoint security, and user support across environments running Microsoft Windows, Linux, and networked peripherals. Identified and remediated a combined 23 security gaps in endpoint configurations, shared-drive permissions, and local admin accounts across two organizations. Skilled in Jira Service Desk, Zendesk, and Remote Desktop Support, with a consistent record of cross-departmental collaboration to define requirements and reduce recurring support issues.

CONTACT INFORMATION

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EDUCATION

AS in Information Technology
Ivy Tech Community College, Kokomo,
IN 2018 - 2020

KEY SKILLS

- Microsoft Windows Server
- Microsoft Active Directory
- Linux
- Jira Service Desk
- ITIL Foundations
- Zendesk
- Remote Desktop Support
- Endpoint Security
- Hardware Diagnostics
- Technical Documentation

PROFESSIONAL EXPERIENCE

Technical Support Specialist I 2023 - Present

Wabash Prairie Technologies, Logansport, IN

- Support a user base of 347 employees across three office sites, resolving multi-system hardware and software issues involving Microsoft Windows, Linux, and networked peripherals.
- Identified and remediated 14 security gaps in endpoint configurations over 12 months, including unpatched firmware and misconfigured firewall rules.
- Handle an average of 43 user queries daily through Jira Service Desk, triaging requests and coordinating with engineering teams on complex network faults.
- Conferred with department heads to establish requirements for a print-server consolidation project, reducing the number of user queries related to printer errors from 9 per day to 3 per day.

Technical Support Analyst I 2021 - 2023

Tippecanoe River Software, Peru, IN

- Supported 218 end users on Windows Server and Microsoft Office environments, fielding 37 queries per day via phone, email, and TeamViewer remote sessions.
- Located and corrected 9 security gaps in shared-drive permissions and local admin accounts across 4 departments within 6 weeks of hire.
- Conferred with department managers to define requirements for a new asset-tracking system, cutting hardware replacement turnaround from 11 days to 4 days.

Help Desk Technician I 2020 - 2021

Eel River Data Services, Wabash, IN

- Provided front-line support for 86 users, answering 31 queries daily and documenting each interaction in Zendesk.
- Trained 12 new employees on proper use of Microsoft Teams, Cisco Webex, and the company remote-access tools during a remote-work transition.
- Created step-by-step training materials for 6 common troubleshooting procedures, saving the team an estimated 3 hours of coaching time per week.

CERTIFICATIONS

- CompTIA Network+, CompTIA, 2021

