



Ines Asante

IT Manager

Experienced in managing a team of 11 IT staff across systems administration, help desk, and network operations while conducting quarterly performance reviews. Automated 22 recurring tasks and user-provisioning workflows using PowerShell and Active Directory, and raised internal customer satisfaction from 4.1 to 4.7 out of 5.0 by restructuring support workflows.

Contact Information



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Winona, MN 12345

Education

BS in Computer Information Systems

Winona State University, Winona, MN
| 2019 – 2023

Key Skills

- Active Directory
- PowerShell
- JIRA
- ITIL
- Microsoft 365
- VMware
- Confluence
- Windows Server Administration
- Change Management
- Meraki

Professional Experience

IT MANAGER | BLUFFSIDE CREEK TECHNOLOGIES, WINONA, MN 2024 – PRESENT

- Manage a team of 11 IT staff including 3 systems administrators, 4 help desk analysts, and 4 network technicians, conducting quarterly performance reviews and bi-weekly one-on-ones.
- Automated 14 recurring tasks using PowerShell scripts, reducing manual configuration work by 6.3 hours per week across the team.
- Raised internal customer satisfaction score from 4.1 to 4.7 out of 5.0 by restructuring support workflows and holding monthly feedback sessions with department heads.
- Review and approve all systems charts and deployment plans before implementation, clearing an average of 9 change requests per month with zero rollback incidents in 2025.

IT SUPPORT SPECIALIST | HIAWATHA BLUFF DATA SERVICES, LA CROSSE, WI 2023 – 2024

- Supported a team of 6 specialists alongside the IT manager, assigning daily workloads and mentoring 2 junior analysts through onboarding within their first 45 days.
- Automated 8 user-provisioning workflows in Active Directory, cutting new-account setup time from 35 minutes to 7 minutes per request.
- Met with 5 department managers weekly to prioritize open requests, resolving cross-departmental conflicts and keeping the shared project queue under 12 open items.
- Maintained a customer satisfaction score of 4.4 out of 5.0 across quarterly surveys by standardizing follow-up procedures in JIRA.
- Recruited and hired 3 help desk analysts within a 28-day average time-to-fill, participating in screening, technical assessments, and final selection.