


# CJ O'Connor

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## Summary

6 years of experience in IT related fields, with 4 years of direct technology support and 2 years of technology operations and management.

Highly proficient with Windows Desktop/Server, MacOS, and Linux Operating Systems as well as hardware repairs on endpoints and servers.

Led the triage, configuration, and issue prioritization for over 10 vital applications for a Fortune 500 corporation with minimal impact to our stakeholders

Trained and supported multiple employees as a direct leader as well as cross-functionality.

## Experience

### Sr. Analyst, Business Technology Operations

Best Buy

Jan 2022 - Present (1 year 3 months)

- Subject matter expert in issue triage relating to databases and reporting functionalities
- Responded to major incidents impacting multiple applications and enterprise outages involving our applications
- Trained and supported multiple employees in their daily tasks of configuration, triage, and prioritization of issues for resolution
- Primary resource for our business, support, and product partners on application features and functionality

### Analyst, Business Technology Operations

Best Buy

Jan 2021 - Jan 2022 (1 year 1 month)

- Supported internal teams by triaging and prioritizing issues
- Performed application configurations in line with the evolving needs of the enterprise
- Advocated for systemic improvements to drive increased employee and client experiences
- Lesioned between business, support, and product teams to drive issue resolution

### In-Home Computer Repair Technician

Geek Squad

Jul 2019 - May 2021 (1 year 11 months)

- Traveled to provided hardware and software repairs for clients directly in their homes
- Supported then entire Delmarva Peninsula for Consumer and Small Business computer repairs
- Trained peers on repair processes and best practices
- Advocated directly with internal teams to improve processes and reduce systemic issues impacting employees and clients

### Remote Technical Support

Geek Squad

Oct 2018 - Jul 2019 (10 months)

- Performed remote software repairs on end-user machines
- Supervised other technician's and performed quality control on completed repairs
- Led multiple initiatives that improved internal processes and expedited client repairs

## **Computer Repair Technician**

Geek Squad

May 2017 - Oct 2018 (1 year 6 months)

- Performed hardware and software repairs on client computers using multiple tools as well as custom solutions as needed
- Worked directly with clients to provide training and support
- Drove high satisfaction by listening and validating our solutions with our clients

## **Education**



### **Strayer University**

Bachelor of Business Administration - BBA, Information Technology Networking

Dec 2019 - Dec 2024

## **Licenses & Certifications**

 **Apple iOS Certification** - Apple

 **CompTIA IT Fundamentals+** - CompTIA

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**Microsoft Certified: Azure Fundamentals** - Microsoft

I360-7478

## **Skills**

Leadership • Windows • Project Management • Troubleshooting • ServiceNow • Active Directory • Microsoft Office • Computer Repair • Linux