





TRACEY CLAPTON

IT SERVICES MANAGER

CONTACT

t.clapton@email.com 
(123) 456-7890 
Russellville, AR 
[LinkedIn](#) 

EDUCATION

Bachelor of Science
Computer Science
Arkansas Tech University
August 2010 - May 2014
Russellville, AR

SKILLS

Troubleshooting
Microsoft Office 365,
Windows 7 & 10, MAC OSX
Networking infrastructure
Verbal and written
communication
Digital security
Technical reports

WORK EXPERIENCE

IT Services Manager

Roig Lawyers

October 2019 - current / Russellville, AR

- Forecasted budgets and provided information on ROIs, delivering all technical projects on-time and on-budget
- Ensured documentation of business applications and APIs that **reduced tool on-boarding time by 32%**
- Supervised 6 IT analysts while simultaneously managing relationships with external vendors
- Spearheaded program to improve business applications and business technology processes through rigorous data collection and analysis, improving efficiency by 18%
- Orchestrated technical projects in alignment with organizational goals to **drive \$3.8M+ in annual revenue**

IT Help Desk Support

Roig Lawyers

May 2014 - October 2019 / Russellville, AR

- Provided tech help for 15 firm partners and 60+ staff
- Promoted hardware upgrades that **reduced the risk of malware corruption by 13%**
- Answered 25+ daily inquiries and issues, resolving complex software difficulties within 30 minutes on average
- Attended 2 annual conferences and 10+ annual online programs to remain updated on best practices, **improving data security by 55%**
- Communicated effectively with staff, receiving Employee of the Year in 2015 and 2018 for problem-solving aptitude

Student IT Tech

Arkansas Tech University IT Help Desk

August 2011 - May 2014 / Russellville, AR

- Resolved 80+ student inquiries per shift, successfully **resolving 95% of issues**
- Configured computer hardware for 15+ professors and adjunct faculty within the computer science department
- **Awarded Student IT Tech of the Semester in spring 2013 and spring 2014** out of 12 student techs
- Maintained proficiency in MAC, OS, and Android processing systems, reducing time to solve problems by 6 minutes
- Provided troubleshooting services for students and faculty, and updated software as requested