



# MIRANDA WIEDEMAN

## 2024 RESUME

### My Contact

✉ oneandonlymir@gmail.com

☎ (612)-483-0922

📍 Hybrid/Remote

🌐 www.theoneandonlymir.com

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### Skills & Proficiencies

- Microsoft Azure / Entra ID
- MDM maintenance and setup
- Data Entry
- Remote assistance via TeamViewer
- Troubleshooting
- Windows/MacOS
  
- Adobe Creative Suite
- Autodesk Maya
- Microsoft Office
- File Management
- Advertising and Brand Identity
- Typography
  
- Communication
- Multi-tasking
- Detail-oriented
- Ability to work well within a team

### Education Background

- Dakota State University  
*Bachelor's of Science*  
*Specialization in Computer Graphics*  
*Minors: 3D Production, Photography, Art*  
Completed in 2020
- Certifications  
*Certified Meraki Networking Associate*  
Completed in 2023
- Fridley Senior High School  
*High School Diploma, International*  
*Baccalaureate Diploma Program*  
Completed in 2015

### About Me

Dedicated and detail-oriented, I have with over 5 years of experience working with clients and users across different platforms and industries. Special interest in having freedom to be more creative. Proven track record of customer service. Possess strong multi-tasking and communication skills with a dedication to achieving goals within deadlines. Strong problem-solving abilities with a commitment to continuous improvement and expanding of my skills. Seeking to leverage my abilities and experience to grow and contribute to the success of a team.

### Professional Experience

#### Technologist | LI Technician 2021 – Present

Key responsibilities:

- Analyze and troubleshoot issues with workstations and peripherals.
- Provided tier 1 tech support to employees across all locations.
- Assist with MDM management of all workstations: connect to Azure/Entra ID, maintain updates, control and manage anti-virus, encryption, installations as needed.
- Consult with the L2 support and higher.
- Documentation of procedures, created graphics when needed.

#### Student Labor | Dakota State University 2015 – 2020

Positions held:

- Proctor | May 2018 – Jan 2020
- Office Assistant | Sept 2016 – Jan 2020
- Graphic Design Intern | May 2018 – Aug 2018
- Bookstore Clerk | Jan 2016 – Aug 2018

#### Shopko | Sales Floor May 2019 – Jun 2019

- Key responsibilities:
- Provide excellent customer service.
- Opening and closing procedures, straighten up and make the store visually appealing.
- Assist in procedure for the franchise closing, item stocking, cashiering.

#### Corvinus Creations | Team Member 2020 – Present

### References

Carol Oishi	Former Service Delivery Manager at Technologist (Awaiting updated contact information.)
Stephenie Helms	Assistant Manager at Shopko (605)-679-0339
Annette Miller	Dakota State University – Online Education (605)-256-5049