MIRANDA WIEDEMAN

CONTACT

📱 612-483-0922

✉ mcw.4597@gmail.com

🌐 www.theoneandonlymir.com

📍 Remote or Sioux Falls, SD

SKILLS

Technical Troubleshooting
Customer Service
Windows / macOS Support
Active Directory
Office 365 / Google Workspace
Ticketing Systems (ServiceNow)
Remote Desktop Tools

3D Modeling (Autodesk Maya, Fusion360 etc.)
3D Printing (FDM, SLA)
Prototyping & Iteration
Design for Manufacturability
Quality Assurance

Visual Design
Typography
Layout & Composition
Branding & Identity Design
Print Design
Digital Design
Iconography
Illustration

EDUCATION

Bachelor of Science: Computer Graphics

Dakota State University

2015-2020

Specialization in Computer Graphics
Minors: 3D Production, Photography, Art

CERTIFICATIONS

Certified Meraki Networking Associate

Meraki

2023

PROFILE

Detail-oriented and technically skilled Help Desk Technician with experience diagnosing and resolving hardware, software, and network issues in Mac and Windows-based environments. Proficient in Active Directory, ticketing systems, and remote desktop tools, with a focus on efficient troubleshooting and system maintenance. Strong interest in expanding into back-end IT roles with less emphasis on customer-facing support, and more on technical troubleshooting, systems administration, or infrastructure.

WORK EXPERIENCE

L1 Technician

Technologent   2021-2025

- Provided Tier 1 (and Tier 2, if applicable) technical support to 200+ end users in a fast-paced environment, resolving hardware, software, and network-related issues.
- Diagnosed and resolved issues related to Windows/Mac OS, Microsoft Office, printers, email, VPN, and other business-critical applications.
- Logged and tracked all support tickets in Service Now, ensuring timely follow-up and resolution.
- Escalated complex issues to higher-level support teams while maintaining ownership and communication with the end user.
- Delivered technical support via phone, email, remote desktop tools (e.g., TeamViewer, Remote Desktop), and in-person assistance.
- Maintained user accounts and permissions through Active Directory and managed password resets and security group changes.
- Documented common issues and created internal knowledge base articles to improve first-call resolution rate and support efficiency.

Small Business Owner

Lowkey Nerdy/Etsy   2020-Present

- Managed all aspects of an e-commerce business, including product design, production, inventory control, and fulfillment.
- Handled customer service, resolving inquiries and issues with a 5-star satisfaction rating on Etsy.
- Created and optimized product listings, using keyword research and SEO best practices to increase visibility and drive traffic.
- Conceptualize, design, and model original 3D products using CAD software .
- Create functional, printable 3D models from scratch, ensuring manufacturability and aesthetic quality.
- Conduct iterative testing and refinement of prototypes to optimize structural integrity, print quality, and user experience.
- Operate and maintain 3D printers (FDM/SLA) to produce final products with attention to precision and durability.
- Package and fulfill custom product orders for customers, maintaining high quality control standards.
- Manage the full product lifecycle—from concept to post-processing—including sanding, painting, or assembling as needed.

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REFERENCES

Steven Engerer

📍 Technologent

✉ Steven.Engerer@technologent.com

Thomas Jones

📍 Dakota State University

✉ thomas.jones@dsu.edu

WORK EXPERIENCE

Graphic Design Intern

Dakota State University   May 2018 - Aug 2018

- Assisted with design projects, contributing to branding, social media graphics, and marketing materials such as coupons, flyers and more.
- Followed established DSU brand guidelines to ensure consistency across all visual assets.
- Developed mockups and revised layouts based on feedback from bookstore manager.
- Applied design fundamentals in a real-world setting despite a reduced schedule and limited in-person opportunities due to internship duration,
- Used Adobe Creative Suite (Illustrator, InDesign, Photoshop) to create visual assets aligned with brand guidelines.
- Maintained deadlines and delivered revisions independently, demonstrating adaptability and self-direction.