

Elane Faisal-Sage

IT Technician

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Dedicated IT Technician with a strong background in computer networking and workflow automation, striving to enhance operational efficiency through innovative solutions and meticulous documentation.

PROFESSIONAL EXPERIENCE

Student Worker 3 | University of Nevada, Reno | Reno, Nevada, United States

Jun 2024–Present

- Executed imaging of machines using standard Windows and MacOS images, reducing machine setup time by 20%.
- Developed and implemented PowerShell and Bash scripts to automate workflows, enhancing ticket turnaround rates significantly and improving team efficiency.
- Authored and maintained comprehensive technical documentation, including a style manual that standardized formatting, ensuring clarity and shared understanding across the team.
- Created customized onboarding documentation for new employees, streamlining their integration into workflow processes and reducing training time.
- Ensured smooth imaging of faculty and staff workstations, contributing to consistent operational readiness.
- Analyzed and categorized service requests in TeamDynamix, leading to more precise ticket management and improved service delivery.

Classroom Technology Volunteer | Washoe County School District | Reno, Nevada, United States

Jun 2021–Jun 2022

- Delivered frontline technical support for end-user applications and classroom technology, ensuring smooth operation for both students and staff at Hug High School.
- Facilitated seamless connections to wireless displays through Promethean Screen Sharing and Airtame wireless casting devices, enhancing instructional effectiveness.
- Provided expert guidance and troubleshooting for Microsoft 365 productivity tools, promoting efficient digital collaboration within the classroom.

1:1 Technology Program Volunteer | Washoe County School District | Reno, Nevada, United States

Aug 2020–Jun 2021

- Collaborated with the 1:1 IT Technician to support a comprehensive technology program, ensuring efficient device management and user assistance.
- Facilitated the secure removal of user data from devices of departing students, maintaining data privacy and compliance with district policies.
- Recorded damages and processed returned devices using an internal ticketing system, ensuring accurate documentation and appropriate fine assessment for WCSD IT property.

EDUCATION

University of Nevada, Reno | Reno, NV

June 2028

Bachelor of Science – BS in Computer Science & Engineering

SKILLS

Active Directory

Dante Domain Manager

Audio Visual System Design

PowerShell Scripting

Bash Scripting

SCCM Management

Technical Documentation

Workflow Automation

Customer Service

CERTIFICATES

Dante Level 3 (2nd Edition) | **Audinate** / Feb 2025

Dante Domain Manager Administrator | **Audinate** / Dec 2023