

KATHERINE RIXHAM
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PROFILE

Proven Technical Support background in troubleshooting and resolving complex issues. Innate ability to develop solutions quickly, often exceeding internal customer expectations, ensuring a smooth operation. Extensive experience in PC, UNIX and LINUX platforms, complemented by a thorough knowledge of Windows and AIX. Work equally well independently or with a team, and as a contributor to other facilities. Two strengths that have been described by others: **Investigative** and **Inquisitive**.

TECHNOLOGY

UNIX	Ricoh InfoPrint Manager
LINUX	Microsoft Windows
AIX	Powershell
PERL	Variable Data Printing
	Oce Prisma Production

PROFESSIONAL EXPERIENCE

RR DONNELLEY, Thurmont, MD

1999 – September, 2016

World's largest printing company, with facilities on five continents.

Print Systems Analyst

Provide base level IT support for all departments and staff. Coordinate scheduled software and hardware patches, upgrades, and enhancements to current platforms.

- Drove improvements in supporting Production, resulting in faster print speed and other recommendations on new software to enhance the manufacturing process.
- Monitored system and diagnostic processes which drove increased customer satisfaction.
- Installed upgrades and tested to ensure that implementations were sound before moving to production.
- Collaborated with IT teams in designing and installing automated systems that had previously been done manually, saving time and improving quality.
- Implemented continuous process improvements to prevent production applications incidents.
- Conducted extensive research on various systems and databases to more effectively resolve complaints and/or respond to inquiries in a more timely manner.
- Troubleshoot, resolved and followed up on customer questions, typically within 1-2 hours.
- Created end-user service tools, systems and documentation for mainframe as well as PC application.
- Established and maintained successful and lasting relationships with service providers, dealers and customers.

BALTIMORE LIFE INSURANCE CO., Owings Mills, MD

1993 – 1999

Document Imaging Specialist

- Developed templates for e-newsletters, presentations and reports, which prevented having to recreate certain sections each time.
- Designed unique print materials, including advertisements, brochures and logo designs.

EDUCATION

Essex Community College, Essex, MD
Major: Information Technology

PROFESSIONAL AFFILIATIONS

Fellow, Life Management Institute (FLMI)
Associate Customer Service (ACS)
Designation: Electronic Document Professional
Xplor International (Worldwide User Group)

VOLUNTEER ACTIVITY

Webmaster, Westminster Lions Club
Webmaster, United Methodist Church of Finksburg, MD