

# Molly Ringer

Denver, CO [molls@mollyringer.com](mailto:molls@mollyringer.com)

## SUMMARY

High-achieving professional possessing excellent communication, organizational and analytical capabilities. Devises innovative solutions to resolve business and technology challenges. Eager to advance business goals through careful process improvement.

## SKILLS

Microsoft Office | Python | Powershell | ServiceNow | Slack | Ubuntu & Red Hat Linux | VMware  
Active Directory | Azure | AWS | Cisco | Dameware | GitHub | Google Workspace | IOS

## EDUCATION

*CompTIA A+ and CompTIA Network+ Certified, ActivateIT Powered by Per Scholas, Denver, CO* **2020**

*IT Training and Certifications, ActivateIT Powered by Per Scholas, Denver, CO* **2020**

*Associate of Science, Computer & Information Sciences, Saint Leo University, Saint Leo, FL*

*Bachelor of Science, Computer & Information Systems Security, Southern NH University, Hooksett, NH*

## EXPERIENCE

*Project Manager, The Seshie Awards, Denver, CO* **Jan 2020 – Current**

- Devised organizational vision, mission, and foundational structure to facilitate early growth.
- Directed social media and digital marketing strategy and initiatives to promote brand building, guest retention, engagement, reputation, and revenue-focused activities.

*Real Estate Agent, Weichert, Mount Dora, FL* **Mar 2015 – Jan 2020**

- Negotiated, facilitated, and managed real estate transactions.
- Showed building models to prospects based on expressed needs and preferences.

*Insurance Agent, Anthem, Denver, CO* **Jun 2018 – Aug 2019**

- Educated and counseled clients about their insurance coverage, for Medicaid programs in CA, WV, SC as well as private insured employed with University of California, Build a Bear, Snapchat, and many other national companies.
- Advised clients in disputing rejected claims, explained EOB, facilitated prior authorization, follow up to resolve any issues in receiving care, meds, or continuity of care.

*Support Engineer II, IBM, Boulder, CO* **Nov 2017 – Jun 2018**

- Consulted via telephone and chat to open service tickets for clients in Service Now, documentation and escalations as needed. Spun up outage tickets.
- Resolved technical issues with software, hardware, and peripherals via remote access through Dameware.
- Opened service tickets for clients in Service Now, documentation and escalations as needed.
- Supported customers with password resets and account customization.
- Utilized Active Directory, VMware, Citrix, Linux, VPN, RSA, Win10, Office, Outlook.

*Marketing Director, Disabled Vets PAC, Washington, DC* **Mar 2017 – Oct 2018**

- Organized events to raise money and increase awareness. Worked closely with senior leadership to establish funding objectives and devise workable development plans.
- Investigated grant opportunities in line with organizational mission and objectives and coordinated preparation and submission of applications.

*Manager, GSA Service Company, Washington, DC* **Jan 2012 – Feb 2016**

- Evaluated operational trends and made proactive strategy adjustments to maintain alignment between performance and objectives.
- Developed open and professional relationships with team members, enabling better, more effective customer service.
- Exceeded team goals by implementing knowledge transfer processes to share best practices and improve sales initiatives.

*Front End Developer, Luxor LLC, Orlando, FL* **Apr 2008 – Jan 2012**

- Created successful websites that met requirements for objectives such as load speed and design.
- Identified UX pain points and provide knowledgeable recommendations for implementing unified user experience.
- Built and applied reusable code to other projects to reduce consulting fees and development hours.