

Beatrice Anderson

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Education

B.S. in Information Technology, Florida State University (GPA: 3.88)

Trial Presentation Specialist Certificate, National Court Reporters Association (NCRA)

Skills

- **Data & Systems:** SQL (Database Management), HTML5/CSS3, Technical Troubleshooting, Software/Hardware Deployment, LMS Administration.
- **Legal Visualization:** Chronological Evidence Design, Information Architecture, Comparative Analysis Graphics, Adobe Creative Suite, Figma.
- **Professional:** Technical Documentation, Quality Assurance, Cross-Functional Collaboration, Data Synthesis.

Professional Experience

Syntech Systems, Tallahassee, FL

Technical Trainer

January 2025 - Present

- Author comprehensive technical documentation and multimedia instructional assets, translating complex system architectures into intuitive, accessible formats.
- Oversee the end-to-end lifecycle of technical content, ensuring 100% data accuracy in the LMS and iterating curriculum to reflect product enhancements.
- Manage department logistics and payment processing, maintaining strict organizational standards.

Customer Satisfaction Technician

August 2023 - December 2024

- Diagnosed and resolved software, firmware, and network issues for a global base of 1,000s of customers.
- Synthesized technical user feedback and pain points to identify recurring issues, directly informing and supporting strategies.
- Maintained detailed documentation of troubleshooting procedures to ensure an audit trail of technical support actions.

CCI Helpdesk, Tallahassee, FL

Helpdesk Technician

April 2023 - August 2023

- Provided critical hardware and network infrastructure support for 100+ users, ensuring secure and efficient data access across the organization.
- Collaborated with a cross-functional technical team to implement workflow improvements that reduced system downtime and increased documentation accuracy.

