

Andromahi Karapalides

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Objective

Dedicated recent graduate offering a diverse academic background in Modern Language & Linguistics, World Religion, and Area Studies. Demonstrates proficiency in technical and interpersonal aspects of ITAM (IT Asset Management). Seeking a challenging position to leverage skills and contribute to the ITAM field. Eager to join a team where professional growth is fostered, and expertise in technology and asset management can be applied.

Education

Rowan University | Glassboro, NJ | Fall 2019 - Winter 2023

B.A. in Modern Language & Linguistics, World Religion, Area Studies

Cumulative GPA: 3.8

Recipient of the Dianne Ashton Endowed Scholarship

KCP International Japanese Language School | Tokyo, Japan | Spring 2023

Fully accredited, study abroad Japanese language immersion program

Professional Experience

IRT Asset Management, Rowan University - *Student Worker*

Glassboro, NJ | August 2019 – December 2023

- Manage and track IT asset life cycles, inventory, hardware warranties, and maintenance agreements in CMDB (Configuration Management Database)
- Assist in device setup, distribution, and ensure compliance with security policies
- Create and maintain documentation for stockpiles, replacement cycles, and distribution processes
- Coordinate with Security Operations, Device Management, and Information Security Office for policy adherence
- Responsible for receiving hardware into ServiceNow, imaging computers, and distribution to end users
- Provide one-on-one customer service to faculty/staff/students in-person and via email in a prompt matter
- Train and supervise asset management teams of up to six student workers
- Held student manager position February 2022 to December 2023

Chianti Restaurant - Food Runner

Mullica Hill, NJ | February 2021 – August 2021

- Organize take-out orders for pick-up across various food delivery companies and customers
- Responsible for timely and accurate delivery of dishes to respective tables
- Assisted servers in task prioritization during periods of high stress

Professional Achievements, Organizations and Volunteer Work

Japanese Cultural Enrichment Program, Rowan University

Glassboro, NJ | November 2020

Completed 9 hours of professional development training that explored features of Japanese culture. Specific topics included learning about history, literature, and language of Japan.

Japanese Culture Club President, Rowan University

Glassboro, NJ | September 2019 - December 2023

Responsible for organization and planning all club activities, meetings, trips, and volunteer work. Coordinated annual gardening and clean up of Shofuso Japanese House and Garden.

Tang Soo Do Karate

Family Martial Arts & Fitness | Mantua, NJ

Volunteer assistant instructor for teaching and supporting children's karate classes.

Key Skills

Technical Skills

- Proficient in ServiceNow for ITAM
- Microsoft Suite and Google Workplace navigation and utilization
- MacOS and Windows 10 and 11

Interpersonal Skills

- Effectively build rapport among diverse teams and across departments
- Proficient in conflict resolution by increasing customer confidence and decreasing escalations to upper management
- Excellent organizational skills, with the ability to prioritize and work effectively on multiple tasks in a fast paced, demanding environment

Language Skills

- English (Native)
- Greek (Professional Working Proficiency)
- French (Limited Working Proficiency)
- Japanese (Limited Working Proficiency)

**References available upon request*