CHARLOTTE HARRIS

Computer Field Technician

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PROFESSIONAL SUMMARY

Dynamic Computer Field Technician with 5 years of comprehensive experience in diagnosing, repairing, and maintaining computer systems. Proficient in delivering technical support and performing installations to optimize performance. Known for a customer-focused approach and effective problem-solving skills that enhance user satisfaction and operational efficiency.

WORK EXPERIENCE

Computer Field Technician
Pineapple Enterprises

📅 Apr / 2021-Ongoing
📍 Santa Monica, CA

1. Interacted with customers to identify and resolve equipment issues effectively.
2. Reassembled equipment post-repair, ensuring all components were functional.
3. Traveled to various customer locations to provide on-site service and support.
4. Delivered emergency repair services to minimize equipment downtime.
5. Reinstalled software and adjusted settings to optimize system performance.
6. Conducted tests on new systems to confirm operational readiness.
7. Maintained accurate records of maintenance and repair activities.

Computer Field Technician
Crescent Moon Design

📅 Apr / 2020-Apr / 2021
📍 Portland, OR

1. Served as a Computer Hardware Technician for Dell and IBM, building and configuring computer workstations.
2. Managed the setup of desktops for 36 field sites, totaling 510 systems across New York City.
3. Installed and configured Lexmark network printers for enhanced operational efficiency.
4. Upgraded hardware components including memory, drives, and network cards.
5. Utilized diagnostic software to troubleshoot and resolve computer issues effectively.
6. Worked as a contracted technician for MCG, handling diverse computer and network inventory tasks.

EDUCATION

Associate of Applied Science in Computer Technology
Tech Valley Community College

📅 Apr / 2019 - Apr / 2020
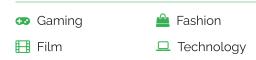📍 Phoenix, AZ

Focused on computer hardware, software, and networking principles.

SKILLS

Network Configuration
● ● ● ● ● ● ● ○ ○ ○

System Upgrades
● ● ● ● ● ● ● ● ○ ○

Virtualization Technologies
● ● ● ● ● ● ● ● ● ●

Help Desk Software
● ● ● ● ● ● ● ● ● ●

Incident Management
● ● ● ● ● ● ● ● ● ○

Service Level Agreements
● ● ● ● ● ● ● ● ● ●

INTERESTS

🎮 Gaming   👜 Fashion

🎞 Film   💻 Technology

STRENGTHS

⚖ Fairness   ↔ Flexibility

→ Forward-thinking   ♥ Gratitude

LANGUAGES

English   Mandarin   Dutch

ACHIEVEMENTS

⭐ Reduced equipment downtime by 25% through efficient troubleshooting procedures.

⭐ Successfully managed the installation of 510 computers across multiple locations.

⭐ Improved customer satisfaction ratings by 15% through effective communication and support.