BENJAMIN LEE

Deployment Technician

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🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Enthusiastic Deployment Technician with 2 years of hands-on experience in deploying, configuring, and troubleshooting IT hardware and software. Proven ability to enhance user satisfaction through effective technical support and communication. Committed to optimizing workflows and ensuring seamless technology transitions for clients.

WORK EXPERIENCE

Deployment Technician

Seaside Innovations

📅 Apr / 2024-Ongoing
📍 Santa Monica, CA

1. Delivered level 1 technical support for user login, data access, and system configuration issues.
2. Re-imaged and deployed desktops, laptops, and Surface Pro devices with updated software images.
3. Provided remote support to users experiencing network connectivity and hardware challenges.
4. Installed specialized software post-upgrade, including Docuware and Oracle Financial add-ins.
5. Managed updates in Active Directory, enhancing remote workstation access and organization.
6. Conducted desk-side support for performance issues, ensuring optimal workstation functionality.
7. Configured and troubleshot Lotus Notes for end users, enhancing email accessibility.

Deployment Technician

**Summit Peak Industries**

📅 Apr / 2023-Apr / 2024
📍 Denver, CO

1. Executed daily hardware upgrades for both laptops and desktops, ensuring up-to-date technology.
2. Utilized migration tools to seamlessly transfer customer data during system upgrades.
3. Upgraded various hardware components, including memory, monitors, and graphics cards.
4. Troubleshot customer-reported issues and installed necessary software regularly.
5. Created and managed trouble tickets using Remedy, maintaining organized records of support requests.
6. Collaborated with team members to resolve complex technical challenges efficiently.

EDUCATION

Associate of Applied Science in Information Technology

Tech Valley Community College

📅 Apr / 2022-Apr / 2023
📍 Phoenix, AZ

Focused on network administration, hardware configurations, and technical support.

SKILLS

System Upgrades	Technical Documentation	Bilingual Communication	Hardware Installation
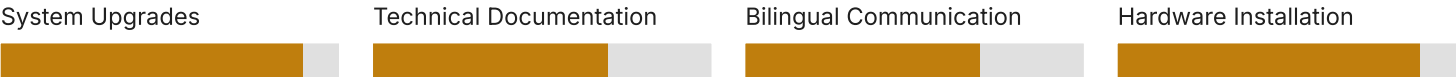
ACHIEVEMENTS

⭐ Successfully deployed over 150 devices within a tight deadline, enhancing operational efficiency.

⭐ Reduced average resolution time for technical issues by 30% through streamlined troubleshooting processes.

⭐ Implemented a new imaging process that decreased deployment time by 20%.