



JAMES CLARK

Senior Desktop Administrator

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📍 Los Angeles

🌐 www.qwikresume.com

💡 SKILLS

Desktop Management



User Account Management



Remote Desktop Support



System Backup Solutions



Virus Removal Techniques



Patch Management



🎯 INTERESTS

🔧 DIY Projects ✂️ Crafting

🧘 Meditation 🏛️ History

👊 STRENGTHS

🌿 Humility 💡 Innovation

👁️ Insightfulness ✅ Integrity

🗣️ LANGUAGES



English



Arabic



Japanese

🌟 ACHIEVEMENTS

★ Reduced desktop setup time by 30% through streamlined imaging processes.

★ Improved user satisfaction ratings by 25% via enhanced support protocols.

👤 PROFESSIONAL SUMMARY

Accomplished Senior Desktop Administrator with a decade of experience in managing complex desktop environments and delivering exceptional technical support. Expert in troubleshooting, system optimization, and enhancing user experiences. Proven track record of implementing innovative solutions to increase efficiency and effectiveness in IT operations.

💻 WORK EXPERIENCE

Senior Desktop Administrator

📅 Feb / 2018-Ongoing

WidgetWorks Inc.

📍 Denver, CO

1. Managed desktop support for 200 users in a fast-paced medical environment.
2. Utilized UltraVNC for effective remote user support, enhancing response times.
3. Configured TCP/IP settings to optimize network performance.
4. Established secure VPN connections for remote access.
5. Created and maintained workstation images for efficient deployment.
6. Installed and configured local and network printers to ensure operational efficiency.
7. Managed Active Directory for user and computer account administration.

Desktop Administrator

📅 Feb / 2015-Feb / 2018

Lakeside Apparel Co

📍 Chicago, IL

1. Consulted with users to assess needs and improve system capabilities.
2. Ensured security compliance for PCI by implementing best practices.
3. Automated OS deployment and application packaging to streamline processes.
4. Provided comprehensive technical support to internal customers.
5. Conducted LAN troubleshooting to maintain network integrity.
6. Resolved IT issues related to desktops, laptops, and printers in a timely manner.

🎓 EDUCATION

Bachelor of Science in Information Technology

📅 Feb / 2012 - Feb / 2015

Tech University

📍 Portland, OR

Focused on network management and system administration.