

JAMES CLARK Senior Desktop Administrator

- (123) 456 7899
- Los Angeles
- www.qwikresume.com



Desktop Management

User Account Management

Remote Desktop Support

System Backup Solutions

Virus Removal Techniques

Patch Management



DIY Projects

% Crafting

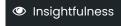
O Meditation

Mistory

STRENGTHS









LANGUAGES







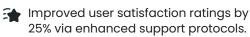
English

Arabic

Japanese

ACHIEVEMENTS





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

Thicago, 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
- 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.