



AMELIA MOORE

Lead Desktop Support

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PROFESSIONAL SUMMARY

Accomplished Lead Desktop Support professional with over 10 years of experience in delivering high-quality technical support and solutions. Expertise in resolving complex hardware and software issues, optimizing user satisfaction, and enhancing IT operations. Committed to driving team performance and leading initiatives that improve service delivery and operational efficiency.

WORK EXPERIENCE



Lead Desktop Support  Jun / 2019-Ongoing
WidgetWorks Inc.  Denver, CO

- 1. Facilitate installation, configuration, and support of desktops, laptops, and peripherals, ensuring adherence to established standards.
- 2. Conduct training sessions to enhance staff proficiency in hardware and software usage.
- 3. Ensure seamless integration of desktop systems with existing networks and applications.
- 4. Diagnose and resolve issues related to LAN/WAN, VoIP, and other technical systems.
- 5. Configure and maintain VPN access for remote users.
- 6. Oversee technical upgrades and maintenance of desktop systems to improve functionality.
- 7. Provide comprehensive support for hardware replacements, ensuring minimal disruption to user operations.

Desktop Support  Jun / 2015-Jun / 2019
Lakeside Apparel Co  Chicago, IL

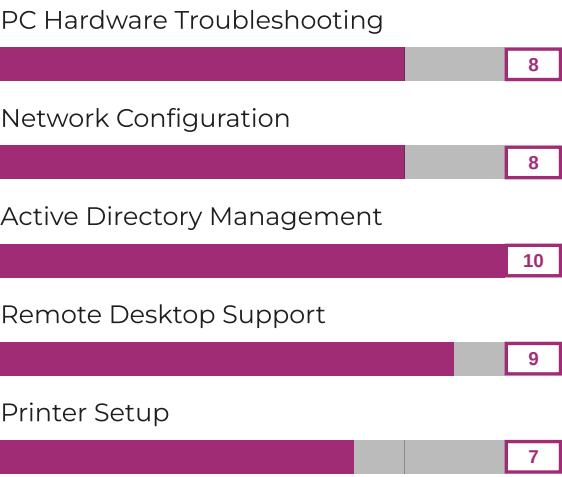
- 1. Delivered computer support for the Dallas Executive office, ensuring timely resolution of issues.
- 2. Managed and maintained 30 Macs and 20 PCs, optimizing performance and security.
- 3. Developed and maintained an inventory database for all electronic devices in the office.
- 4. Assisted with network server upgrades and installations to enhance system capabilities.
- 5. Troubleshoot network issues for both wired and wireless connections, ensuring consistent connectivity.
- 6. Created user accounts and managed password resets, enhancing user access control.

EDUCATION


Bachelor of Science in Information Technology  Jun / 2012 - Jun / 2015
University of Texas  Seattle, WA

Focused on IT infrastructure, network management, and technical support.

SKILLS



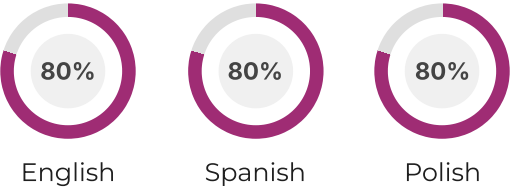
INTERESTS

-  Hiking  Gaming
-  Meditation  Astronomy



STRENGTHS



LANGUAGES



ACHIEVEMENTS

-  Reduced average resolution time by 30% through process optimization.
-  Implemented a training program that improved user satisfaction ratings by 25%.