

# AMELIA MOORE

## Desktop Support Engineer/Consultant

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles

🌐 www.qwikresume.com



## PROFESSIONAL SUMMARY

Technical support professional offering extensive experience and thorough knowledge of different operating systems, hardware, desktop peripherals, IT network systems and firewalls Over twelve years' experience as a desktop support engineer for 5 organizations.

## WORK EXPERIENCE

### Desktop Support Engineer/Consultant

📅 May / 2018-Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Responding to associate service calls to troubleshoot the nature of reported problems and taking the necessary steps to resolve those problems.
2. Imaging and migration of existing PCs from Windows XP to Windows 7 or 8 and upgrades.
3. Creating and managing user accounts, including password reset.
4. Remotely troubleshooting to resolve computing issues and provide support for line of business applications.
5. Installing and supporting all types of Microsoft Office Products, troubleshooting Outlook, and installing various applications for users.
6. Worked closely and effectively with vendors to replace/repair defective hardware and software.
7. Install hardware and peripheral components like disk drives, printers, scanners, keyboards, and monitors.

### Desktop Support Engineer

📅 May / 2015-May / 2018

Silver Lake Enterprises

📍 Seattle, WA

1. Hillsboro, Oregon 11/2014 - 02/2015 IT Desktop Support Engineering Manage and maintain the current preferred solutions which govern desktop and laptop hardware-network connectivity-software standards installation and configurations.
2. Performed analysis and troubleshooting servers (Windows Server 2008 R2, and 2012), and endpoint devices use by physicians, hospital staff and administrators (Desktops, Laptops, printers, Thin Client, Smartphones, iPads and Android tablets).
3. Develop best practices and security standards, train users on security protocols, and create and testing disaster recovery procedures to keep IT running in the event of a security breach Provides detailed management of small to medium sized IT corporate projects and appropriate detailed status reporting.
4. Assume ownership of work orders including hardware, software and network connectivity issues, and work to completion inside of corporate service levels.
5. Handle remote and local support of Active Directory objects using SCCM.

## EDUCATION

### Bachelor of Science in Information Technology

📅 May / 2012-May / 2015

University of Oregon

📍 Chicago, IL

Focused on IT support, networking, and systems administration.

## SKILLS

Desktop Support

Active Directory

Exchange Server

Remote Support



## ACHIEVEMENTS

- ★ Reduced average ticket resolution time by 25% through improved troubleshooting processes.
- ★ Implemented a user training program that enhanced IT system usage and reduced support queries by 20%.