HENRY WALKER

Desktop Support Manager

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

🌐 www.qwikresume.com

💡 SKILLS

Vendor Management

Hardware Troubleshooting

User Training And Support
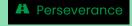
It Asset Management

Performance Monitoring

Security Protocols

✈ INTERESTS

★ Surfing   🌐 Martial Arts

✊ Community   👥 Blogging
Service

✊ STRENGTHS

⏳ Patience   🅰 Perseverance

📅 Planning   ⚙ Positivity

🔤 LANGUAGES

English   Russian   Polish

⭐ ACHIEVEMENTS

⭐ Reduced incident resolution time by 30% through process optimization initiatives.

⭐ Achieved 95% user satisfaction ratings through effective service delivery and support.

👤 PROFESSIONAL SUMMARY

Dynamic Desktop Support Manager with 7 years of experience in leading IT support teams to achieve operational excellence. Expertise in implementing innovative solutions that enhance user satisfaction and streamline processes. Passionate about driving team collaboration and delivering exceptional IT services to meet and exceed organizational objectives.

🖥 WORK EXPERIENCE

Desktop Support Manager
📅 Apr / 2021-Ongoing

Quantum Solutions LLC
📍 Phoenix, AZ

1. Monitored ticketing system to prioritize and assign support requests effectively.
2. Utilized DameWare for efficient remote control support.
3. Created Active Directory group policies to enhance security and restrict user modifications.
4. Managed NT user security accounts and server file permissions effectively.
5. Oversaw software licensing services for hardware and applications.
6. Coordinated software version control and standardization across all platforms.
7. Facilitated procurement and installation of IT hardware, ensuring smooth upgrades and maintenance.

Desktop Support Manager
📅 Apr / 2018-Apr / 2021

Crescent Moon Design
📍 Portland, OR

1. Tracked and managed service packs and security updates to maintain system integrity.
2. Maintained vendor contracts for hardware purchases and support services.
3. Monitored project schedules and deliverables to ensure timely completion.
4. Developed departmental goal scorecards to track performance metrics.
5. Troubleshot "break-fix" issues and supervised daily operations of the desktop support team.
6. Ensured prompt and professional responses to client requests and support tickets.

🎓 EDUCATION

Bachelor of Science in Information Technology
📅 Apr / 2015 - Apr / 2018

Tech University
📍 Seattle, WA

Focused on network administration and IT support systems.