Security Help Desk Analyst

ROBERT SMITH

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Objective

An ambitious, enthusiastic and IT-orientated business continuity expert, commended for outstanding interpersonal abilities, seeking a challenging position that utilizes strengths-based leadership experience, program/project management skills, and technical knowledge in a senior manager or director role. Previous experience includes 10 years in the eCommerce sector serving as a Technical Support Lead, Systems Engineer, IT Project Manager, IT Program Manager, and Manager of Global Business Continuity Management.

Skills

Microsoft Office (6 years), Cisco ASDM-ISM 6.3 VPM (3 years), Cisco Call Manager 9.1.2 (3 years), Active Directory (3 years).

Work Experience

Security Help Desk Analyst

ABC Corporation - January 2005 – June 2006

- Provided superior technical support on all levels for computer hardware and software, copiers, printers, scanners, and various peripheral equipment including Blackberry and IPOD devices.
- Demonstrated excellence in customer service to 700 employees worldwide, significantly increasing employee productivity and improving overall employee on-the-job satisfaction.
- Performed setup and roll-out of desktop and laptop computers and completed various hardware and software installations and upgrades.
- Trained and educated new employees on unfamiliar hardware, software, and remote connectivity.
- Purchased new hardware and software and recommended alternatives.
- Interviewed and evaluated candidates for new Help Desk Analyst positions.
- Created a data backup program for remote users to overcome frequent hard drive failures.

Help Desk Analyst

ABC Corporation - December 2012 – February 2013

- Manage the processing of incoming calls from the helpdesk via both telephone(Agent 8.0) and e-mail requests(Microsoft Outlook) to ensure courteous, timely, and effective resolution of end users
- Record, track, and document help desk requests through Service Desk Manager
- Escalate problems to the appropriate experienced technician
- Provide technical software, hardware and network problem resolution to computer users and email users by performing question and problem diagnosis over the phone in a call center environment
- Communicate technical solutions in a user-friendly and professional manner on a one-on-one end-user needed basis
- Test and resolves healthcare courses over the phone and through emails to government and commercial customers worldwide.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

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Education

B.A. in Communication Science & Rhetorical Studies - (University of Wisconsin - Madison, WI)

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