ROBERT SMITH

HR Help Desk Analyst

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

So much background expierence I feel that any job I take on I am able to accomplish. Any job I take on I make it an obligation to be the best I can at it and never let myself or fellow staff members down.

CORE COMPETENCIES

Microsoft Suites (Excel, Word, PowerPoint, Access) (10+ Years), Customer Service (10+ Years), Critical Thinking (10+ Years), Teambuilding (4 Years)

PROFESSIONAL EXPERIENCE

HR Help Desk Analyst

ABC Corporation - March 2005 – May 2008

Key Deliverables:

- Trained personnel on the use of the federal governments fully automated travel system (Defense Travel System - DTS).
- Conversed with personnel to determine destination, mode of transportation, travel dates, financial considerations, and accommodations required that were within Federal government regulations.
- Answered inquiries regarding information such as schedules, accommodations, procedures, and policies.
- Monitored, evaluated, and recorded training activities for program effectiveness.
- Organized and developed, or obtained, training procedure manuals and guides and course materials such as handouts and visual materials.
- Presented information using a variety of instructional techniques and formats, such as simulations, group discussions, and lectures.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.

Help Desk Analyst

ABC Corporation - September 2010 – Present

Key Deliverables:

- full time) Monitor Help Desk voicemail and email for real time tickets
- Provides call logging, effective problem resolution, & tracking for all trouble calls via ticketing system
- Provide installation, configuration, troubleshooting and support for MS Windows XP and other operating systems; MS Office applications, MS Outlook, Lotus Notes, Symantec Anti-Virus, Internet browsers (e.g., IE, Firefox), Citrix,
- Adobe Acrobat Provides excellent software help desk support; 90% phone & 10% floor support Ensures proper turnover and follow-up of open tickets and help desk calls that require escalation to next level of support

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- Thoroughly researches technical issues and problems and exhausts own resources before escalating
- Monitor appropriate security procedures to safeguard system from physical harm and viruses, unauthorized users, and damage to data
- Extensive knowledge of remote user support, and wireless technologies.

EDUCATION

Master of Business Administration - (Capella University)Bachelor of Arts in Human Resource Management - (Western International University)

2259 Oak Street, Old Forge, New York, 13420

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