Help Desk Support Specialist/Analyst

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn: linkedin.com/qwikresume
Address: 1737 Marshville Road, Alabama

Objective

An accomplished business professional in the areas of customer service and technical support. Gained valuable experience in organizational management and supervisory skills for all levels of customers and staff.

Skills

C++, HTML 5.

Work Experience

Help Desk Support Specialist/Analyst

ABC Corporation - December 1998 – January 2000

- Answer questions or resolve computer problems for clients via telephone or electronically on a daily basis.
- Troubleshoot, diagnose, resolve and document technical service request.
- Provide assistance or troubleshoot user concern of computer hardware and software, including printing, software Troubleshoot installation/access/electronic mail/operating systems on a daily basis.
- Document each call process and procedures.
- LAN/WAN network connectivity issues Active Directory account modifications password reset and permissions setting.
- Troubleshoot account, remote, wireless, Troubleshoot VPN access/ connectivity issues.
- Monitor and respond to operating and network error messages.

Help Desk Support Specialist

ABC Corporation - 1996 – 1998

- Responsible for troubleshooting problems encountered at the Pentagon and various other Army buildings using microcomputer software.
- Performed hardware/software testing and installation; Performed network and desktop based detection of viruses to counter/eliminate/control.
- Detected, contained and eliminated virus infestations.
- Provided limited one-on-one desk side training for customers requiring assistance with standard software applications and/or IT equipment.
- Provided general technical support for all dial in/remote access systems and other remote systems; Evaluated hardware, firmware, peripherals, software packages, etc., for use by staff and provided recommendations to accomplish the desired objectives.
- Installed, configured and maintained network communications hardware (bridges, routers, gateways, modems, CSU/DSUs, etc.) to meet connectivity requirements (except when specifically tasked to other contractors).
- Ensured technical safeguards were maintained to provide controlled user access, integrity of electronic mail, applications and user data..

Education

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