

ROBERT SMITH

Helpdesk Intern

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SUMMARY

Helpdesk Intern with 13+ years of industry experience as a System administrator, Desktop support, Helpdesk, and Print Support Manager. Highly skilled in maintaining, analyzing, troubleshooting, and repairing computers/ Laptops, hardware, software and peripherals. In-depth knowledge of documenting and upgrading hardware and software systems. An aptitude to learn quickly, customer focused and a drive to continually to be challenged.

CORE COMPETENCIES

Active Directory, Exchange Server, Salesforce.

PROFESSIONAL EXPERIENCE

Helpdesk Intern

ABC Corporation - December 2010 – April 2012

Key Deliverables:

- Responsible for running helpdesk for network of 500+ users and working problems between calls.
- Installed and maintained Windows Server 2003.
- Installed and configured Network Routers and Switches.
- Performed software installs, Hardware installs, troubleshooting.
- Worked Server and client problems as well as printer issues.
- Documented and ordered parts and schedule maintenance.
- Provided over the phone customer support.

Helpdesk Intern

Delta Corporation - 2008 – 2010

Key Deliverables:

- Follow security protocols in order to verify and reissue digital credentials Troubleshoot, perform maintenance and repairs both in-person and .
- Constant interaction with a massive client base.
- Provided first level assistance with an 80% resolution rate.
- Assisted in training other analysts.
- Operated store support line Organized call tickets to track problems Created queries reviewing common questions.
- Junior duties of the helpdesk, including training under senior technicians.
- Providing support internally though the whole company.

EDUCATION

- A.A.S. In Computer Networking