

Objective

Seeking a position in the field of Information Technology which will allow to fully utilize in-depth knowledge and skills in troubleshooting, hardware and software installation and problem solving skills.

Skills

Windows, Linux, Mac Lion, OS Applications.

Work Experience

IT Desktop Support I

ABC Corporation - 2011 – 2015

- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Planning and undertaking scheduled maintenance upgrades.
- Talking to clients and computer users to determine the nature of problems.
- Responding to breakdowns.
- Investigating, diagnosing and solving computer software and hardware faults.
- Support handheld units, Blackberry, iPhone, iPad, Tablets, Android, PDAs.
- Repairing equipment and replacing parts.

IT Desktop Support

Delta Corporation - 1997 – 2001

- Provides desktop support and professional customer service to 200 internal employees
Supports external users remotely across 11 branches via phone .
- Managed daily data backup and tape cycling using HP tape backup system and sanitized infected lab PCs.
- Provided multi-channel IT support for professors, students, and other faculty.
- Setting up new users accounts and profiles and dealing with password issues.
- Prioritizing and managing many open cases at one time.
- This is Dummy Description data, Replace with job description relevant to your current role.
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Education

Design - (Wake Technical Community College - Raleigh, NC)