

IT Helpdesk Technician

ROBERT SMITH

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Objective

Highly qualified IT Helpdesk Technician with experience in the industry. Creative problem solving and getting exposure on multiple projects, and the collaborative environment on which your company prides itself.

Skills

Customer service, Multitasking, Computer, Inventory management, Initiative, Working under pressure, Teamwork.

Work Experience

IT Helpdesk Technician

ABC Corporation - May 2014 - May 2015

- Create new users in Active Directory and email in Exchange.
- Add new users for IQMS and reset passwords when needed.
- Setup VPN connection and Remote Desktop for users laptops including Macs.
- Setup exchange email on iPhone/Android phones and update those devices when necessary.
- Use the Spice Works ticket system to log all issues with hardware, software, wireless connections or migration.
- Troubleshoot Cat6 cabling for network and phone connectivity, run new data lines and terminate ends if needed.
- Take greenshots of user custom applications, printers, and scanners for migration.

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Delta Corporation - 2012 - 2014

- Conducted hardware and software installations; performed troubleshooting over the phone using POS (Terminals) and BOS(for back-office functions).
- Provided Database Warehousing services using SQL server Instance Database Replication and Mirroring.
- IT helpdesk technician providing remote support to 134 medical centers Heavy use of Active Directory Administrator responsibilities for all systems.
- Recorded, processed and noted tickets using FreshDesk ticketing system to ensure customers issues were properly logged and resolved Reset users.
- Supported and ensured the stability of over 400 desktops (and growing), including laptops and virtual PCs Monitored ticket queues for an issue.
- Assisted customers that had experienced any issues in regard to any form of technology Taught many students.
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

Certificate - (Waubonsee Community College - Sugar Grove, IL)