

ROBERT SMITH

Sr. IT Helpdesk Technician

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SUMMARY

IT professional with customer support experience in PC and Windows environments. Experience in enterprise, administrative, and classroom environments. Focused on quality and reliability of service through the application of Information Technology concepts and practices.

CORE COMPETENCIES

Customer Service, Computer .

PROFESSIONAL EXPERIENCE

Sr. IT Helpdesk Technician

ABC Corporation - September 2013 – February 2015

Key Deliverables:

- Provide helpdesk support and resolve problems to the end users satisfaction.
- Monitor and respond quickly and effectively to requests received through the IT helpdesk.
- Monitor the service desk for tickets assigned to the queue and process first-in first-out based on priority.
- Modify configurations, utilities, software default settings, etc.
- Utilize and maintain the helpdesk tracking software.
- Track and document department policies and procedures.
- Follow procedures regarding new and terminated employees.

IT Helpdesk Technician

Delta Corporation - 2011 – 2013

Key Deliverables:

- Administrator over desktop accounts, active directory accounts, and exchange accounts for 300+ people.
- Troubleshooting hardware and software.
- Manage user access to shared systems.
- Manage equipment/asset tracking system.
- Provided remote technical support for store P.O.S.
- Completed order requests for PC replacement parts and devices for Friedmans satellite partner stores.
- Documented data pertaining to each issue within the in-house developed database.

EDUCATION

- Information Technology Systems - 2011 (Idaho State University - Pocatello, ID)