

Robert Smith

Associate IT Helpdesk Technician

CONTACT DETAILS

1737 Marshville Road,
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PERSONAL STATEMENT

IT professional with over 9 years progressively challenging experience and managerial responsibility. Broad knowledge of hardware, software, and networking technologies to provide a powerful combination of analysis, implementation, and support. Experience in system and network administration, hardware evaluation, project management, systems and network security, incident analysis, and recovery.

WORK EXPERIENCE

Associate IT Helpdesk Technician

ABC Corporation - March 2016 - September 2016

Responsibilities:

- Provided prompt initial response to all assigned service requests/incidents while managing customer expectations.
- Used remote assistant tools, knowledge base, and other tools available to diagnose and repair customer issues within the allotted time limits.
- Used Remedy ticket tracking system to create, assign, and modify customer tickets to the proper department.
- Adhere to customer SLAs for response and resolution times.
- Assist fellow technicians with troubleshooting and desktop needs.
- Effectively used Active Directory to perform password resets, unlock customer accounts, create, delete, and disable user accounts to over 2,000 users.
- Experienced in Microsoft SCCM or similar tool to deploy computing device images and applications.

IT Helpdesk Technician

Delta Corporation - 2015 - 2016

Responsibilities:

- Provide first level support of hardware devices and software applications for employees (end users) who are utilizing their computers.
- Troubleshoot employee issues (desktop, printers, EMR) Ran CAT5 cables throughout the building where needed.
- Performed duties consisting of an IT call center to include answering phone calls and emails, troubleshooting various online and technical IT .
- Provided help desk support to end-users with hardware, software, and networking issues Responsible for upgrade and repair of all company desktops.
- Manage incoming repair requests via Remedy ticketing system Prepare conference rooms for meetings needing network access Provide technical support.
- Identify, research, and resolve technical problems with desktops, laptops, printers, mobile devices, and projectors Responded to tickets, emails.
- Computer hardware and software troubleshooting.

SKILLS

Microsoft Office, VPN, Active Directory, Office 365, Cell Phone Support, Hardware Support, Software Support, Remote Support, Printer Support, Microsoft Exchange.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

B.S. in Computer Information Systems - (Clark Atlanta University - Atlanta, GA)