

Robert Smith

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IT Helpdesk Technician

SUMMARY

Looking to leverage an extensive background in leadership skills, attention to detail, and customer service in an IT architectural and management role with an organization that rewards hard work, results, and success.

SKILLS

Graphic Design, Desktop Troubleshooting, Programing In HTML, XHTML, ASP.NET,.

WORK EXPERIENCE

IT Helpdesk Technician

ABC Corporation - December 2011 - November 2013

- Troubleshoot system and computer issues globally for customers ranging from minor password resets to system problems.
- Supply support to customers via the ticket system to route or resolve issues in a timely fashion.
- Create user accounts for employees and external clients, using Microsoft Exchange Server 2003, and 2008.
- Provide phone support to technicians in the field.
- Able to work independently, or with fellow team members to resolve or inform the correct IT group, of any computer, account, and system issues.
- Apply the remote access feature of Microsoft Office Communicator LiveMeeting, and other remote tools, to access customer computer systems to provide extra support.
- Working Knowledge of Active Directory, Service Desk, JDE systems.

IT Helpdesk Technician

Delta Corporation - 2009 - 2011

- Identify, research and resolves technical problems Document, track and monitor problems to ensure timely resolution by creating help desk tickets.
- Helping students and staff members with computer related issues Installing various hardware and software Removed viruses Reimaged computers Resolved.
- Maintained client images for student computers in main campus library Assisted patrons with technical support on-site and over the phone Repaired.
- Worked directly under the IT Director Responsible for managing medical record hardware and software Patient Chart Manager for thirteen medical.
- Diagnosed, troubleshot, and resolved a range of software, hardware and connectivity issue an average of 15 times per week.
- Excelled in inquisitive research to identify issues, as well as analyze and rectify them.
- Provided efficient technical support over the phone, maintaining presentable phone etiquette, courteousness, and creativity.

EDUCATION

Associate in Information Technology - (ITI Technical College - Baton Rouge, LA)