PC Refresh Technician

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Objective

To establish a long-term career in a company where I may utilize my PC Refresh Technician professional skills and knowledge to be an effective Associate Program Manager and inspiration to those around me.

Skills

Cisco Routing, Project Management, Project Coordination, Networking.

Work Experience

PC Refresh Technician

ABC Corporation - September 2013 – September 2013

- Reimaged 60-70 systems to Windows 7 via thumb drive and/or will be replacing desktops or laptops pending determination of client.
- Upgraded 17 printers at the Sacramento and Stockton sites.
- Worked in teams of 2 at Stockton.
- And a team of 4 techs and 1 lead at the Sacramento site.
- Followed written and verbal instructions.
- Worked with customers face to face to setup their system the way they wanted it.
- Removed and shipped old equipment.

PC Refresh Technician

Delta Corporation - 2010 – 2013

- Migrated users data from their old XP desktop or laptop computers to their new Windows 7 machine, via Connected.
- Worked with CSC and Zurich refresh team to upgrade nearly 370 clients.
- Setup desktop or laptop for the customers use, performing and ensuring proper installation of the operating system and appropriate software.
- Mapped network printers and set their default.
- Restored and verified clients data was completely uploaded, giving them face to face customer service.
- Launched Word or other Zurich authorized programs to ensure proper operation.
- Looked for any irregularities on desktop .Checked display properties.

Education

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