

Objective

A position working within the information technology field which offers a high level of challenge, responsibility, and the opportunity for career growth.

Skills

Excel, Office, Outlook, Visio, Networking, VPN, Telecommunications, VOIP, Cisco, Citrix.

Work Experience

PC Support Specialist III

PNC Bank - April 2013 – 2020

- Diagnosed & repaired all types of desktops & laptops both apple & windows.
- Responsible for Technical training on new products to Service engineers and Dealers.
- Maintained inventory control for spare parts and co-ordination between various departments for stock control.
- Responsible for Installation, Configuration, Maintenance & Troubleshooting of PCs and networks.
- Responsible for Handling all types of Local & Network Printers of different makes HP, Canon etc., Internetworking with hands on experience with multi-vendor networking products.
- Responsible for Disaster recovery & Back-ups and troubleshooting.
- Responsible for Configure, operate and maintain all technology in 64 classrooms.

PC Support Specialist

Delta Corporation - 2008 – 2013

- Provided computer hardware and software support for 7 local and remote branches statewide.
- Conducted after hours on-call support to executive team and shift workers.
- Developed and implemented Word and Excel training classes for employees within 7 branches.
- Manage end user technical issues/inquires with internal ticketing system -Provide on-site troubleshooting/repair -Deploy/Install hardware and .
- Help departments evaluate workflow and provide better efficiency based on their needs.
- Provide On-Call support when needed.
- Install, configure, support, and maintain hardware and software for corporate servers and desktop and laptop users Maintain desktop computers, .

Education

B.S in Information Technology - (Capella University)