Service Desk Administrator

ROBERT SMITH

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Objective

Results driven individual with 6 years' experience of end user support in a corporate IT environment. I possess strong leadership, team building and problem solving expertise. High energy with highly strong communication and problem solving skills, combined with excellent customer service. I have a proven ability to manage projects from planning and execution through completion.

Skills

Hardware Support, Software Support, Windows XP/Vista/7/8, Asset Management, Systems Administrator, Linux, DMRO, End User Support, Active Directory, Group Policy, Information Assurance, Network Support.

Work Experience

Service Desk Administrator

ABC Corporation - June 2015 – October 2020

- Primary supported and interfaced with site Information Management Officers (IMO) to ensure all Service Desk resources are utilized in the most efficient manner.
- Provided telephone customer support for incoming and follow up calls used for initial troubleshooting.
- Required to work for 12 hour shifts utilizing Remedy call management software and other tools, to log and manage trouble tickets.
- Ability to accurately determine call routing for trouble tickets that cannot be resolved immediately at the Service Desk.
- Assisted and supported the call center service desk techs by triaging clients ticketing systems.
- Oversaw all of the requests and issues from end users.
- Provided great customer service over the phone, e-mail, and the ticketing system.

Service Desk Administrator

Delta Corporation - 2012 – 2015

- Provide daily support for all corporate and theatre computer systems including, but not limited to Hardware, Software, and Networking Equipment.
- Reviewed incoming emails from clients regarding software insufficiencies Attended meetings to discuss software problems and fixes Kept spreadsheet.
- Application support for Microsoft Windows NT/2000/2003/XP/Vista, Microsoft Office, Outlook, Lotus Notes.
- Provided hardware support for IBM/Lenovo laptops.
- Compaq HP Workstations/Servers.
- Responsible for call metrics and pending tickets were closed out and issues resolved.
- Help Desk Calls for Freddie Mac Troubleshooting Computer Issues and First Level Resolution Created Service-Now Tickets Contacted other groups to help.

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Education

Bachelor Or Science

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