Student Computer Technician

ROBERT SMITH

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Objective

A reliable, hard-working, detailed-oriented, and well mature man decision-making capabilities. I am comfortable with working on my own or on a team. Has a degree in Computer Networking and Information Technology concentrating on Computer Technical Support, and a Wireless Networking Certificate.

Skills

Proficient In Troubleshooting PCs And Macs, Knowledgeable.

Work Experience

Student Computer Technician

ABC Corporation - 2013 – 2014

- Communicated with customers on their technical issues in person.
- Issued and closed help-desk tickets describing the problems with their Mac, PC, and laptop.
- Troubleshoot and diagnosed students laptops and desktops to find out the issue.
- Setup and configured students desktops and laptops.
- Installed anti-virus and other software programs by the request of the student.
- Documented the work done on the checklist.
- Loaded Windows 7 and Ubuntu Operating System into new desktop.

Student Computer Technician

Delta Corporation - 2010 – 2012

- Worked in a team-oriented environment where duties included maintaining and troubleshooting computers and computer peripherals using a ticket-based .
- Solved technological problems with hardware and software for professors and staff Collaborated with other technicians on projects using a ticketing .
- Repair any broken equipment throughout campus Monitor and report any issues with labs or classrooms.
- Provide support for campus computer labs and classroom environments Installation, repair, and upgrades of new/existing computer hardware/software .
- Provide support for college campus computer labs and student personal computers Installation, repair, and upgrades of new /existing computer hardware/.
- Webmaster for multiple hosted sites Mentor other students as needed Manage and test website backups Write and modify procedures and instruction guides.
- Setup student computers to work on the University Network.

Education

Commercial Real Estate Analyst