

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105
(555) 432-1000 - resumesample@example.com

PROFESSIONAL SUMMARY

Dedicated, hard working, and eager professional seeking an IT position supporting end users with exceptional customer service.

SKILLS

- Strong Analytical Skills
- Technical Support
- Help Desk experience
- Information Systems Analysis
- Windows 7
- Troubleshooting
- PC Software and Hardware support
- POS Software and Hardware support

EXPERIENCE

06/2014 to Current **Information Technology Specialist (25b)**

Army National Guard – Fort Sill, OK

- Researched, performed troubleshooting, and resolved complex problems independently
- Identified and corrected performance issues
- Ensured proper installation of cables, operating systems and software
- Trained users in the proper use of hardware or software
- Maintained and performed troubleshooting for network devices including switches, routers and firewalls
- Made and ran Cat5e cable to adapt to the different tactical network setups
- Install, operate, PMCS, and unit level maintenance on COMSEC devices.

10/2015 to 07/2016 **Cashier**

The Cheesecake Factory – Fort Lauderdale, FL

- Greeted customers entering the store to ascertain customer needs
- Provided an elevated customer experience to generate a loyal clientele
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems in a timely manner
- Routinely answered customer questions regarding merchandise and pricing
- Operated a POS system to itemize and complete customer purchases

01/2017 to Current **Service Desk Technician**

Saic (Science Applications Int.) – Bethesda, MD

- Identified and corrected performance issues
- Ensured proper installation of cables, operating systems and software
- Built and provided basic end-user troubleshooting and desktop support on Windows and Mac systems
- Resolved computer hardware and software, printing, installation, email and operating systems issues
- Firewall installation
- Remote Desktop
- Network troubleshooting
- Monitor the ticket queue and escalate when applicable

EDUCATION

2015

Certificate of Completion: Information Technology
Fort Gordon Cyber Center of Excellence - Fort Gordon, Georgia