Emma Hayes

Information Technology Technician

Knowledgeable and thorough Information Technology Technician with superior attention to detail. Driven and self-motivated, and therefore effective at completing tasks with minimal supervision. Confident leader and enthusiastic communicator. Certified in Technology Systems Support.

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WORK EXPERIENCE

Computer Technician
Geeks on Site

11/2015 – Present

- Handled support tickets with software and hardware vendors, evaluated, determined root cause, collaborated with internal and external technical support to ensure 100% problem resolution.
- Resolved technical issues and maintenance of STBs and LNBs of the Canadian Sky Television customers.
- Diagnosed successfully and resolved hardware and software issues on User workstation and on Server.
- Worked within budget specifications while able to continuously improve the existing systems.

Network Technician
TenFour

05/2013 – 09/2015

- Installed and maintained hardware and software components on computer stations and IT equipment.
- Configured and tuned networking equipment and overall computer network, both ethernet and Wi-Fi 100% successfully.
- Consulted and translated actual databases into new platforms as well backing up data during the process.

EDUCATION

Data Science with Python
RMOTR.COM ↗

06/2015 – 08/2015

- Data Science
- Data Visualization
- NumPy
- GIT
- Machine Learning
- SciPy

Associate in Applied Science Degree in Information Technology, Technical Support Option
Passaic County Community College

08/2011 – 05/2013

- Network Administration
- Systems Analysis & Design

TECHNICAL SKILLS

Hardware
Assembly, Maintenance, Peripherals, Printers, Drivers, Troubleshooting

Software
Installation, Debugging, Microsoft Office, Adobe GoLive, Adobe Photoshop, Hootsuite, WordPress, Quickbooks

Operating Systems
Microsoft Windows 10, Windows 8, macOS, Linux, Android, iOS

Networks
Configuration, Servers, Routers, TCP/IP Socket Programming, SQL, LAN Technology

Security
Virus Protection, Maintenance, Monitoring, Backup Management, Disaster Recovery

Programming Languages
Python, C++, Ruby on Rails, PHP, HTML, CSS

GENERAL SKILLS

Communication   Problem Solving

Leadership   Teamwork

Attention to Details

INTERESTS

- 🕹 Video Games
- Artificial Intelligence
- Blockchain Technology
- Mindfulness
- ⚽ Football