

# Anthony J. Yonta

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## WORK HISTORY

2/10/2014 – Present

***Hunton & Williams LLP  
RI IT Support Ctr Coord  
Richmond, VA***

Serves as first level support for end users by responding to email and phone calls for the law firm. This requires being able to interpret and communicate with the end user on their technology needs and issues. The ability to replicate, troubleshoot, take accurate notes, perform and attempt fixes is all essential skills needed as well. This also includes being able to search internally or externally for fixes. If a problem cannot be resolved it gets escalated to the appropriate department with accurate notes that captures the needs of the end user and the accurate troubleshooting steps done. Volunteered in updating, editing and adding new articles to the company Knowledgebase. (ServiceNow I.T. Knowledge base).

2/10/2014 – 08/14/2016

***Geek Squad Advanced Repair Agent (Seasonal)  
Best Buy  
Henrico, VA***

Advanced Repair Agents are responsible for diagnosing, troubleshooting and repairing software and hardware issues on client's personal desktops and laptops. This requires working with multiple operating systems and thousands of hardware configurations. Many tools and research databases were required to solve client problems and come up with solutions. Repair agents are held liable for accurate notes and troubleshooting for everything is subject to client and supervisor review. Work notes were also used by multiple agents working together to accurately perform a repair. Accurate interpretation of client's description of a problem was also needed to insure an appropriate solution for their specific needs was provided.

August 2009 – 02/10/2014

***Geek Squad Deputy of Counter Intelligence  
Best Buy  
Henrico, VA***

Responsible for all operations of the in store Geek Squad business at store 0423 West Broad. This includes developing a department business plan and executing it, training, hiring, scheduling and labor, employee development and liability, client interfacing and satisfaction. Responsible for paperwork and legal documentation regarding the paid for services. Checking in client's services, explaining services and computer issues to the client. Perform hardware and software repair/upgrades, virus removals, network repair and client consulting.

June 06 - August 2011

***Maintenance Technician  
Shockoe Properties LLC  
Vista on the James, Riverside on the James  
Richmond, VA***

Oversee all operations concerning the common areas of the building. Responsibilities include supervising the cleanliness and security of the buildings, daily interface with tenants and owners, scheduling of contractors, and construction within the building. Responsible for generating information for management regarding the efficiency of

the building, such as, cost areas of improvements, status of construction projects and repairs required in conjunction with the overall maintenance of the building.

August 05 - June 06

***Tutor***  
***John Tyler Community College***  
***Midlothian, VA***

Tutor students taking freshman and sophomore level Math and English.  
Responsibilities included scheduling appointments, taking phone calls, filing paperwork and tutoring Math and English.

## **EDUCATION**

Attending VCU's School of Business  
Associates of General Education  
Associates of Science  
Associates - GPA: 3.512  
High School Graduate, Advanced Diploma

## **PROGRAMS**

Proficient in:  
Windows 7, Windows 10, Photoshop CS5, Illustrator CS5, InDesign CS5, Word 2010, PowerPoint 2010, Excel 2010, Outlook, Dream weaver, Active Directory, Service Now, SCCM 2012, EMF

Familiar with:  
3D Studio Max, PowerShell, HTML

## **REFERENCES**

Available upon request