

William Kenney

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570-762-6000 •

Athens, PA •

Technology Support Analyst with five years experience and a drive to expand my knowledge base.

PAST EMPLOYMENT

Desktop/Network Support Analyst

The Guthrie Clinic - Sayre, PA

October 2021 - PRESENT

Achievements and Duties

- Replacement of 80 iOS devices with laptops and deployment of cell phones for the Home Health and Hospice department. Including personalized support and training.
- Rapid response to technical issues arising in operating rooms during procedures.
- After-hours on call support for the Emergency Department.
- Working with other teams to provide technical expertise to bring projects to successful completion.

Desktop Technician

Able2 - Elmira, NY

April 2018 - October 2021

Achievements and Duties

- Account creation and management with Active Directory and Google Admin.
- Remediation of tickets and general tech support.
- Upgrading physical infrastructure including building/repairing computers and running network lines.

Phone Operator/Dispatcher

Ace Answering Service - State College, PA

June 2015 - April 2018

Achievements and Duties

- Fielding calls from frustrated customers or people seeking help.
- Updating of procedures and on call schedules for clients.
- Supervising other agents while performing as a dispatcher.

EDUCATION

Clarion University, Clarion, PA

Computer Science

August 2011 - May 2015

Classwork Included

- Systems Analysis and Design
- Full Stack Web Development
- Analysis of Algorithms
- Operating Systems
- Object-oriented Programming
- Databases

Utilized several programming languages

- C#
- C++
- Java
- HTML, CSS, JS
- PHP
- SQL

SKILLS

Hardware Diagnostics

Root Cause Analysis

Task Automation

Active Directory Administration

MDM Administration

iOS Support

Teamwork and Communication

INTERESTS

Running, Biking, 3D Printing, Singing, Gardening, Science