Jamesdelishia Eurings

Junior IT Instructor

CONTACT ME

📍 Metro Atlanta Area

✉️ jeurings@gmail.com

in linkedin.com/in/jamesdelishia-eurings-31b49976

CERTIFICATIONS

- CompTIA A+
- Google IT Support
- Microsoft Office
- Salesforce Admin (In Training)
- Google Project Management

SOFT SKILLS

- Collaboration
- Team Work
- Time Management
- Customer Service
- Communication
- Critical Thinking
- Problem Solving
- Organizing

WORK EXPERIENCE

Junior IT Instructor   2020 - Current
Per Scholas | Atlanta, GA

Deliver high-quality instruction to a diverse student population who are seeking to acquire skills and credentials that will prepare them for career opportunities in technology. Technical training competencies include, but are not limited to: hardware, software, networking, security, server, mobility, virtualization, and project management.

Tier 1 Help Desk Support Analyst   2020 -2020
Human Touch| Atlanta, GA

Possess excellent customer service skills, problem solving skills, and a broad understanding of the relationships between hardware and software applications. Must have the ability to support and troubleshoot end-user IT equipment such as laptops and docking stations, conference room equipment, network and personal printers, wireless devices, computer monitors, mobile devices, and assorted peripheral devices.

Customer Support Analyst   2019 - 2020
Sage| Lawrenceville, GA

 Provide support and guidance to users experiencing technical issues relating to computer hardware, software, and peripherals.

IT SKILLS

- **Networking:**DHCP,DNS, 802.11/PAN/LAN configuration, and troubleshooting; Remote Desktop Assistance
- **OS Systems:**Windows Server 2016, Windows Server 2012/2012 R2, Windows 10, Windows 8/8.1, Windows 7, Windows Vista, Windows XP, MAC OS, Linux (Ubuntu),Apple iOS, Android OS
- **Hardware:**Workstations, Laptops, Printers, Scanners, Projectors, Mobile Devices, and Multimedia Devices
- **Software:**MS Office, Gsuite, VMware, Cisco Packet Tracer,TeamViewer, RDP, VirtualBox, Salesforce, Slack, GSuite, Quizziz, Canvas, Edualastic, Asana, Libre Office.