

Desktop Support Technician/Intern
Global Tungsten & Powders Corporation

May 2012-February 2015
Towanda, Pennsylvania

- Collaborated with the IT team to solve customer and network issues
- Built and deployed new PCs and printers
- Answered calls on the helpdesk and solved customer problems
- Punched down and terminated LAN lines from port to switch
- Maintained backups of the network using Symantec Backup Exec for Servers
- Supervised the work of new interns and assisted them when problems arose
- Assisted with the migration of the majority of machines to Windows 7
- Imaged new machines using Norton Ghost/ Microsoft SCCM
- Performed network troubleshooting
- Worked with the team to provide end user support