

Henry Smith

Kent, WA 98030

(714)-597-5412 abeikusmith@gmail.com

PROFESSIONAL SUMMARY

Skilled Technologist with experience configuring computers, servers and peripheral devices to work within established company and security parameters. Adept at managing permissions, filters and file sharing. Devoted troubleshooter with deep understanding of system architecture and diagnostics.

SKILLS

- Troubleshooting and Diagnostics
- Help Desk Operations
- Peripheral Repair
- Desktop Technical Support
- AV Equipment Management
- Wireless Networking
- Application installations
- Desktop support
- Application Support
- Data Entry
- Technical documents comprehension
- Data recovery
- Mac systems
- Software diagnosis
- Customer service expert
- Technical issues analysis
- Operational improvement
- Supervision
- Communications
- Regulatory Compliance
- Customer service
- Team management
- Business operations
- MS Office

WORK HISTORY

IT HELP DESK TECHNICIAN | 04/2019 to Current

Pole Position Express

- Investigated and corrected problems with printers, copiers and other peripheral devices.
- Managed system-wide operating system and software deployments, as well as related software upgrade problems.
- Set up hardware and software in optimal configurations to meet network performance requirements.
- Established, repaired and optimized networks by installing wiring, cabling and devices.
- Collaborated with vendors to locate replacement components and resolve advanced problems.

- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Patched software and installed new versions to eliminate security problems and protect data.
- Answered and triaged requests for assistance in order to provide top-notch support.
- Maintained and monitored server room, wireless network and other server infrastructure, keeping systems running effectively and efficiently.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Configured hardware, devices and software to set up work stations for employees.

CUSTOMER SERVICE REPRESENTATIVE | 12/2018 to 06/2019

Fedex Ground

- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Cultivated customer loyalty, promoted repeat customers and improved sales.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Evaluated account and service histories to identify trends, using data to mitigate future issues.
- Recommended the company's services to customers, thoroughly explaining details.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Assisted customers with setting appointments, shipping and special order requests, and arranging merchandise pick-up at other locations.
- Regularly exceeded daily sales and product add-on quotas.
- Educated customers on promotions to enhance sales.
- Provided primary customer support to internal and external customers in fast-paced environment.
- Responded to customer requests for products, services and company information.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.

SALES REPRESENTATIVE | 01/2016 to 11/2018

Frimpex Co.

- Trained and developed new sales team associates in products, selling techniques and company procedures.

- Analyzed and properly processed product returns, assisting customers with finding alternative merchandise to meet needs.
- Maintained records related to sales, returns and inventory availability.
- Implemented up-selling strategies, encompassing recommendation of accessories and complementary purchases.
- Applied security and loss prevention training toward recognizing risks and reducing store theft.
- Maintained organized, presentable merchandise to drive continuous sales.
- Implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue.
- Tracked stock using company inventory management software.
- Delivered high level of assistance by locating products and checking store system for merchandise at other sites.
- Educated customers on promotions to enhance sales.
- Processed product returns and assisted customers with other selections.
- Prepared merchandise for sales floor by pricing or tagging.

EDUCATION

Methodist University College - Accra | BBA

Marketing, 06/2015

University of Washington - Seattle, WA | Certificate Program

Network and System Administration, 12/2019