

**YT**

YONATHAN TEKLEMICHAEL

INFORMATION TECHNOLOGY SPECIALIST

OBJECTIVE

Seeking a challenging mid-level field technician position with the right company to utilize my superior communication and troubleshooting skills for company growth.

TECHNICAL SKILLS

HARDWARE

Assembly, Maintenance, Peripherals, Drivers, Printers, Troubleshooting

PRINTERS

Sharp, Canon, HP, Xerox, Lexmark, Dell, Brother

SOFTWARE

Microsoft Office, G Suite, Citrix, SharePoint

OPERATING SYSTEMS

Windows 7, 10, XP, Linux

CERTIFICATIONS

Net +
SECURITY+

EXPERIENCE

IT FIELD SERVICE REPRESENTATIVE • HP INC

JULY 2016 – MARCH 2020

- Assisted large corporate clients such as Kaiser and AT&T with a variety of IT requests to ensure 100% problem resolution.
- Performed installation, configuration, and upgrades on multiple platforms
- Recommended and installed new equipment, hardware, and software to client satisfaction
- Prepared thorough progress reports and updates management on status of problems.

IT HELPDESK INTERN • GLIDE

JUNE 2015 – DECEMBER 2015

- Provide technical support to customers via telephone, email, and through tickets organizer Zendesk
- Install, reimage, and refresh new pcs.
- Create a helpdesk documentation with step by step instructions on problem solving techniques
- Guide users to organizational guidelines on how to utilize pcs and certain applications.

COMPUTER TECHNICIAN • RODABB CONSTRUCTION

MAY 2006 – MARCH 2009

- Manual security patching and upgrading 20 PCs and laptops
- Networked newly arrived computers and installed custom business applications.
- Reported new solved challenges to supervisor.
- Trained new technicians and employees



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YONATHAN TEKLEMICHAEL

INFORMATION TECHNOLOGY SPECIALIST

GENERAL SKILLS

Communication

Customer Service

Problem Solving

Teamwork

Time Management

EDUCATION

A.S. IN INFORMATION TECHNOLOGY • MAY 2015 • HEALD COLLEGE

Studied computer hardware and operating system technologies, networking concepts, router and switch management, windows network administration, and computer network security.

Maintained a 3.8 GPA while tutoring students in various disciplines. Four-time director's award recipient for outstanding academic achievement and personal growth.

VOLUNTEER EXPERIENCE

As an Assistance Library and Learning Resource Coordinator and IT instructor at Heald College I tutored students of varying skill levels in Algebra 1, 2, Basic computer skills as well as Microsoft Office Suite. While there I developed my customer service and communication skills in addition to my technical skills by maintaining the library's hardware and software.

SPECIAL SKILLS

- Server Administration Certified: HPE ProLiant Blade/ML/DL/SL
- Fluent in English, Amharic, and Tigrinya
- Reverse engineering



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