

Raymond Harvey, IT Specialist

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PROFILE

Dependable and Customer Focused IT Specialist with 5+ years of Customer Service experience, and 2+ years of IT experience. Worked to install, and maintain computer systems for various clients. Solid experience resolving challenging technical issues in a rapid, and cost-effective manner. Solid understanding of the foundations of Networking processes. Enjoys learning new skills and information to increase my knowledge and abilities.

CERTIFICATIONS

Jun 2020 — Jun 2023	CompTIA A+
Jul 2020 — Jul 2023	CompTIA Network+ In Progress

EDUCATION

Jun 2019 — Jun 2021	Computer Science, Santa Monica College	Santa Monica
	3.7 GPA	

SKILLS

Leadership	Networking
Technical Support	Operating Systems
Software Troubleshooting	Help Desk
Hardware Troubleshooting	Mobile Device Support
Communication Skills	System Backup and Recovery
Customer service	System Administration
Hardware Configuration	Virtualization
Mac Support	Cybersecurity
TCP/IP	

IT WORK EXPERIENCE

Sep 2010 — Sep 2011	Customer Service/Technical Support	Christiansburg
	<ul style="list-style-type: none">Customer Care Specialist responsible for assisting customers on a wide range of topics including payments and billing, product features, sales, and technical support.Technical Support: Assisted customers with video playback, satellite connectivity, signal loss, remotes, hardware receivers, and physical connections. Educating the user on troubleshooting steps and ways on preventing a recurring issue.Payments and Billing: Accept payments by credit card, offer self-service solutions, assist with pay-per-view orders, change customer packages, assist with equipment upgrades, and answer general questions	
Nov 2017 — Present	Independent IT Specialist	
	<ul style="list-style-type: none">Installing and configuring hardware and software components to ensure usability.Troubleshooting hardware and software issues in person, remotely, and via phone.Ensuring electrical safety standards are met.Repairing or replacing damaged hardware.Upgrading the entire system to enable compatible software on all computers.Installing and upgrading anti-virus software to ensure security at the user level.Performing tests and evaluations of new software and hardware.Establishing good relationships with all clients.Conducting backup operations.Managing technical documentation.Travel to client sites.Verify the functionality of hardware and software components.Set up workstations with computers and necessary peripheral devices.Develop and maintain SOHO networks in ways that optimize performance	

- Ensure security and privacy of networks and computer systems
- Provide orientation and guidance to users on how to operate new software and computer equipment

EMPLOYMENT HISTORY

Nov 2018 — Jan 2020

Guest Service Representative, USC

Los Angeles

- Provide customer services to faculty, staff, students, and guests.
- Meet and greet guests.
- Being a source of information to guests on various matters such as transport and restaurant advice.
- Processing meal and beverage requests.
- Accommodating general and unique requests.
- Diffusing conflict or tense situations with guests.

Sep 2013 — Jun 2018

Web Search Analyst, Independent Contractor - Leapforce

Remote

- Analyze a variety of web search engines including Google, Bing, and Yahoo
- Create qualitative data and measurements to determine the relevance of the results
- Serve as an expert on web search, video, and digital search trends
- Determine the relevance, quality and usefulness of search engine results
- Use qualitative data to provide recommendations on optimizing search engine results
- Work independently and on a team, depending on the project, to enhance search engine results
- Present evaluation findings to the department along with recommendations and solutions
- Multitask on multiple evaluation projects'

LANGUAGES

English

Native speaker

EXTRA-CURRICULAR ACTIVITIES

Feb 2018 — Present

Independent Video Game Developer

- Develop and maintain codes for game programs.
- Perform debugging and troubleshooting of game applications.
- Document design specifications to support the development of the game application.
- Ensure that the game application meets functional and performance requirements.
- Work with artists to implement new features and identify and fix bugs
- Develop high-quality game systems and software
- Composing, recording, and performing musical scores and arrangements
- Collaborates effectively with the development team as well as an operating team
- Provides technical leadership and assumes overall accountability for a successful implementation phase on all feature releases and builds
- Use computers and synthesizers to compose, orchestrate, and arrange music.