

Brandon Dowdell

Profile

Results oriented IT Professional with proven knowledge of desktop technology, end user support, troubleshooting, and customer service. Aiming to leverage my skills and continue to grow and become the best IT Professional I can be.

SKILLS AND ABILITIES

- HTML/CSS
- Active Directory
- Microsoft Office Suites
- Windows/Mac OS
- Adobe Creative Suites
- Photography
- Graphic Design
- Passion for Technology
- Customer Service
- Great Communication
- Attention to details
- Problem solver
- Fast learner
- Ability to multi-task

EDUCATION

Wright State University
Bachelor of Science in Human Services

CONTACT DETAILS

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Los Angeles, CA 90034

EXPERIENCE

Desktop Support Specialist

Fairmont Miramar Hotel Los Angeles, CA Nov 2019 - Current

- Maintain all dell laptop and desktop - including hardware and software issues, network issues, Active Directory maintenance, user profile creation, workgroups pc set up on domain, and install network printers and troubleshoot any issues.
- Answer user inquiries regarding computer software or hardware operations related to desktop, laptops, printers, mobile phones, tv's, and tablets.
- Setup internet hardline for hotel events
- Contact vendors for specific hardware and software issues to help troubleshoot and resolve in a timely manner.

Web/Graphic Designer & Photographer

Vantage Point Media Tech Los Angeles | July 2019- Oct 2019

- Providing graphical support for blogs, websites, and social media.
- Designing and creating a wide variety of graphic art and promotional material.
- Create high quality and visually interesting photos that are in line with company brand including social media and website design.
- Work closely with creative team to develop and launch mobile friendly and responsive websites for clients.

Office Service Associate

Addeco Staffing Los Angeles | Dec 2018 - May 2019

- Typing correspondence, filing, coping, data entry, word processing, sending and receiving faxes, sorting mail and other administrative task as assigned.
- Reception coverage and operating mailing, copy and fax equipment.
- Handle time-sensitive material like confidential and urgent packages.
- Provide high levels of customer care and a friendly attitude.