RICHARD JACKSON JR

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PROFESSIONAL SUMMARY

Skilled Service Desk Analyst with broad base of experience in technical support and operations. Fast worker able to resolve problems quickly, delivering high levels of customer satisfaction. Excellent knowledge of Microsoft Applications.

SKILLS

- Technical issues analysis
- Desktop support
- Customer service expert
- Application support

- Software diagnosis
- Performance monitoring
- User technical support
- Issue resolution

WORK HISTORY

Service Desk Analyst | Ascena Retail Group Inc. - Etna, OH   *07/2019 – 03/2020*

- Use Ivanti Service Manager ticketing system to manage and process support actions and requests
- Evaluate and resolve technical problems, for different applications such as Microsoft Outlook and Cisco AnyConnect VPN, for end users to minimize downtime
- Process over 50 ticket requests received daily for technical assistance on a wide range of issues related to Windows 7 & 10, MacOS, Android/iOS etc.
- Work closely with end users via phone and email to identify and resolve technical issues
- Identify and resolve technical issues using variety of diagnostic tools including Remote Desktop and Active Directory
- Grant end users Guest Wifi access for multiple locations using Cisco Meraki application

Receiving Specialist | Mac Tools DC - Columbus, OH   *06/2015 - 06/2019*

- Reviewed incoming shipments for correctness to ensuring no damage or duplication of orders
- Unloaded semi-trucks with a forklift and organized the product on the dock
- Coordinated intake of up to 8 large shipments per day
- Called upon to lead morning meeting for our team in management absence
- Trained new employees and assisted other team members with problem solving as needed
- Advanced through multiple positions after starting on as a temporary employee; hired full time after six months, and promoted multiple times, as a result of superior performance

EDUCATION

Grove City High School - Grove City, OH
MyComputerCareer - Columbus, OH   *09/2019*

CERTIFICATIONS

- Comptia Network+
- MTA Networking Fundamentals
- MTA Mobility and Device Fundamentals

- Comptia Server+
- MTA Security Fundamentals
- Linux Essentials