Joseph W. Schaefer

Help Desk Technician

Motivated CompTIA A+ Certified professional looking to use proven skills in troubleshooting, networking and more to meet business needs. Possesses excellent problem solving skills and works effectively in a team. Eager to learn and develop new skills.

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SKILLS

Adobe Creative Suite　Microsoft Office Suite　Project Management　Shopify　Hardware Troubleshooting　Customer Service

Inventory Management　Desktop Hardware Configuration　Software and Hardware Troubleshooting　Linux Desktop

Microsoft Windows 7, 8, 8.1, XP, 10　MacOS　VMware Workstation　iOS　Android　Networking　VirtualBox

Microsoft Office Suite　Windows Command Line　Network Connectivity Troubleshooting

WORK EXPERIENCE

Owner/Operator
Little About A Lot Clothing

04/2019 – 05/2020　　　　　　　　　　　　　　　　　　　　　　　　　　　　*Portland, Oregon*

Achievements/Tasks

- Developed, launched and managed company webpage.
- Increase sales via social media marketing, strong customer relationships and sponsored product ads.
- Maintain detailed records of all sales and expenses.
- Create and implement the most efficient inventory management and storage solutions.

Online Retail Consultant
HAYN

03/2019 – 06/2019　　　　　　　　　　　　　　　　　　　　　　　　　　　　*Portland, Oregon*

Achievements/Tasks

- Implemented various design and user interface updates to current web store via Shopify.
- Identified problems with shipping solutions and presented helpful and effective alternatives.
- Enhanced and monitored SEO effectiveness in terms of web traffic.
- Found and addressed problems with fulfillment team.

Sales Associate
Decibel Audio Inc.

11/2018 – 03/2019　　　　　　　　　　　　　　　　　　　　　　　　　　　　*Chicago, Illinois*

Achievements/Tasks

- Helped to troubleshoot and diagnose various problems with audio equipment.
- Promoted sales by demonstrating in-depth product knowledge and anticipating customer needs.
- Researched, photographed and listed products to various online marketplaces.

WORK EXPERIENCE

IT Manager
Saint Alfred Inc.

09/2008 – 09/2018   *Chicago, Illinois*
Achievements/Tasks

- Set up and maintained point of sale and inventory management systems via Quick books.
- Worked closely with all employees to make sure workstations were working properly and had all needed software installed and kept up to date.
- Set up and managed small networks for both the office and retail location.
- Repaired and helped to troubleshoot any hardware or software problem that would arise in the business's office and retail store.
- Maintained PCI compliance both physically and digitally.
- Installed and configured network security cameras in retail location.

Online and In-store Retail Manager
Saint Alfred Inc.

09/2009 – 09/2018   *Chicago, Illinois*
Achievements/Tasks

- Developed and launched new web store designs in order to stay current with digital trends on both Magento and Shopify.
- Managed small team for both in-store and online (delegated daily tasks to team members, trained new employees on job duties/company values, and advised team members on effective ways to resolve customer/vendor issues).
- Fostered strong customer relationships in order to increase sales and meet daily store targets.
- Maintained inventory levels and resolved all inventory discrepancies.
- Kept office and store in order and stocked with necessary supplies.

CERTIFICATES

CompTIA A+
Received: 05/2020

COURSES

CompTIA Network+
Exam scheduled for 06/20/2020

EDUCATION

Marketing
DePaul University

08/2007 – 06/2009   *Chicago, Il*