

12/14/2020

White, Javier

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[Type your website]

Objectives

Obtain the title of Help desk technician and/or Software engineer

Learn more and training on computer software/hardware and maintenance

Education

Kettle Run High School

Aug 2013- May 2017 | HS Diploma

- [Type list of accomplishments]

Experience

Information Technology **JAN 2019** – Present

United States Navy | [Type the company address]

- Handling customer technical support cases through phone, email and on-spot submission
- Working as a middle subject with OneNet Enterprise with submissions of Service desk request tickets for command (Tracked and documented a total of 107 tickets)
- Hands on troubleshooting of Desktop, Laptop, Printers and Networks
- Updating the command website with tech tips and brief documents
- Maintain client confidence by keeping their information confidential
- Forwarding of message traffic (Unclass and Secret)
- Making and updating accounts for personnel using SAAR-Ns and service desk request ticketing system
- Material control of Desktop, laptop and Printer parts
- Giving access to folders and documents to required personnel
- Setting up VTC/ GVS Conference calls for Command Triad and other officers

Skills

- Proficient in Microsoft Programs (Word, PowerPoint, Excel, Outlook) and general computer software and hardware operations
- Knowledge of Adobe
- Some Communication Security
- Some HTML coding (self-taught)
- Knowledge of the build of cables and Ethernet cords
- Toner & Probe use
- Network troubleshooter
- High level of customer service skills
- Exhibit high level of communication skills through interaction with different people
- Able to patiently explain details to customers in a way they can understand easily
- Comfortable in target oriented jobs
- Good at understanding various accents and dialects, so I can communicate with them in an efficient manner
- Team worker and am capable of taking over leadership responsibilities as the situation demands
- Quick Learner
- Motivated and WILLING to learn more