



CHARLES LOMAN

IT Support Specialist

Henderson, NV 89014

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(530) 538-1761

#readytowork

Authorized to work in the US for any employer

WORK EXPERIENCE

IT Support Specialist

Knoah Solutions - Henderson, NV

January 2020 to Present

- Provide prompt and courteous technical service to a diverse client base
- Local support for IT service desk escalations
- Used to working on a ticketing system for tracking system issues
- Provide desktop support
- Performing daily & monthly maintenance tasks (i.e. compliance reporting, addressing security, etc.)
- Excellent diagnostic and troubleshooting skills
- Exceptional verbal and written Communication
- Experience with large scale desktop deployment and remote management tools
- Knowledge of call center operations
- Professional written and oral communications.
- Ability to treat people with respect under all circumstances, instill trust in others besides upholding the values of the organization.
- Sound judgmental powers; ability to manage difficult customer situations, to respond promptly to the needs of the customer, solicit feedback to improve service, respond to requests for service/assistance.
- Ability to adapt to change, meet the changing demands of the work environment, any delays or other unexpected demands.
- Dependability; to follow instructions as well as take responsibility for their actions and keep commitments
- Analyze the various parts of a problem properly and develop logical solutions

Computer Technician

StayMobile - Las Vegas, NV

October 2019 to January 2020

Repairing devices from business contracts, which includes Chromebooks, laptops, and cell phone devices. Repairs consist of any and all component replacement.

RMA Specialist, Inventory Tester

Fixez.com - Las Vegas, NV

September 2019 to September 2019

I determine if the customer's returns are valid and eligible for a refund/exchange/credit. I also test the inventory as a QA tester. The company is a phone parts distribution center.

Manager

Nerds on Call - Redding, CA

December 2018 to September 2019

Repaired various computers in shop while managing my on site technician. Handled customer interactions, made recommendations for customers to upgrade to, and worked directly with the inventory manager to ensure we were sufficiently supplied with the correct and necessary parts or upgrades.

EDUCATION

High school or equivalent in General Studies

Central Valley High School - Redding, CA

August 2007 to August 2011

SKILLS

- SALES EXPERIENCE
- CUSTOMER SERVICE
- Training (2 years)
- Inventory Management (2 years)
- Inventory
- Computer Repair
- Apple
- Desktop Support
- Pc Support
- IT Support
- Technical Support
- Software Troubleshooting
- Computer Networking
- Active Directory
- Microsoft Windows
- Network Support
- Operating Systems
- Microsoft Windows Server
- LAN

CERTIFICATIONS AND LICENSES

Level Two Samsung Certified Technician

November 2017 to Present

Certified to repair Samsung devices according to Samsungs standards down to the board level.

ASSESSMENTS

Technical Support — Proficient

September 2019

Performing software, hardware, and network operations.

Full results: https://share.indeedassessments.com/share_to_profile/aa9f31469180fbbcdbcc7e1616c7703ceed53dc074545cb7

Mechanical Skills: Aptitude — Proficient

September 2019

Measures a candidate's ability to understand and apply mechanical concepts and processes.

Full results: https://share.indeedassessments.com/share_to_profile/56d6a40a37b7b0b83439c742165f2e3deed53dc074545cb7

Cognitive Ability — Highly Proficient

August 2019

Measures a candidate's ability to combine pieces of information to form general rules or conclusions.

Full results: https://share.indeedassessments.com/share_to_profile/e5668440c8bd0a492e40bec3191f87ddeed53dc074545cb7

Basic Computer Skills: PC — Highly Proficient

December 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: https://share.indeedassessments.com/share_to_profile/27a447da8065e55daed21a42d35996c2eed53dc074545cb7

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