

CHRISTOPHER DAVIS

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OBJECTIVE

To further develop my skills in the Information Technology Field

SKILLS

- PC Hardware
- Microsoft Windows 10
- Basic PC troubleshooting

EDUCATION AND CERTIFICATIONS

ITWORKS | Tech Impact | Las Vegas, NV

FEBRUARY 2020 - JUNE 2020

- 250+ hours of technical training
- 100+ hours of corporate level professional development training
- CompTIA A+ certifications
- Cisco IT Essentials: PC Hardware and Software certification

APRIL 2020
JUNE 2020

Desert Pines High School | Las Vegas, NV

AUGUST 2015 - MAY 2019

- Diploma

EXPERIENCE

Link Technologies | Las Vegas, NV — Service Desk Technician

JUNE 2020

- Assist end users via Phone or Ticketing system
- Navigate around AD to move objects between OU's, Provision Accounts and Manage User Accounts with Roles and Account unlocks/resets
- Navigate through Azure AD to Manage User Accounts and to assign licensing to users
- Experience with multiple remote control applications to assist users in accessing applications or to troubleshoot.
- Ability to Navigate LMS/AS400 to perform account resets and unlocks
- Manage devices such as Desktops and Laptops, correctly assign users to a workstation and log it.

Goodwill of Southern Nevada | Las Vegas, NV — IT Intern

MAY 2020 - JUNE 2020

- Learned to image computers to be used within the business or retail
- Assisted with the moving to their new building
- Tagged and Toned their new building ensuring ports throughout the building connected to their server room
- Dismantled many different devices from laptops, desktops, monitors and all-in-ones
- Learned to connect computers to their Domain along with adding users from their domain to the computer

Amazon | Las Vegas, NV — Seasonal Sortation Associate

NOVEMBER 2019 - DECEMBER 2019

- Sorted packages by size and destination
- Built pallets, wrapped pallets and transported pallets with pallet jack
- Used a barcode scanner to scan in packages

GC Services | Las Vegas, NV — Customer Support Representative

AUGUST 2019 - OCTOBER 2019

- Provided Customer basic support and troubleshooting for Apple products
- Provided excellent quality customer service and did everything possible to resolve matter to caller satisfaction
- Provided notes using RATE to determine reason for calling, actions for caller, timeline of the order and expectations for the order

COMMUNITY SERVICE / INTEREST

- The Animal Foundation

NOVEMBER 2018 - APRIL 2019