

Patrick Osdon

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Summary

IT Specialist with over three years of relevant experience and over five years of customer service experience.

Technical Skills

- Adobe Creative Suite
- Windows 7,8,10 / Mac OS X
- Microsoft Office Suite
- Basecamp
- Proficiency with word processing and spreadsheets
- Hardware troubleshooting, repair, and maintenance of desktop PC's, scanners, wide-format color plotters.

Personal Skills

- Excellent verbal and written communication skills
- Highly motivated and always willing to learn new things
- Independent and self-sufficient in planning and organizing tasks
- Collaborative and able to work in teams or groups
- Strong problem solving skills

Experience

IT Specialist

University of Nevada, Las Vegas - Office of Information Technology
(January 2014 - September 2017)

Duties:

- Provided Help Desk-based support, as well as customer experience, to computer lab users on campus.
- Resolve inquiries involving print refunds through Papercut NG.
- Performing reviews of student print refunds prior to reimbursing funds.
- Escalating computer and printer issues to the next level when needed.
- Data entry of print refund descriptions in Papercut NG database and exact amount of funds being reimbursed.
- Provide assistance with various programs on both Windows and Apple operated computers.
- Maintained functionality of large-scale plotters, laser printers, and computers.

Education

University of Nevada, Las Vegas, Las Vegas, NV - *Bachelor of Art*