

Alek D. Schaffer

Help Desk Technician II

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Work experience

Help Desk Technician I & II, Work Study 2015 - current

Point Park University, 201 Wood St. Pittsburgh, PA 15201

Repair laptops, tablets, desktop PCs(Mac and Windows)

Remove viruses and malware

Troubleshoot network issues wired and wireless

Update Operating Systems and Device drivers

Replace Screens

Face to face and over the phone troubleshooting with customers & employees

Wipe, replace, & re-image hard drives

Install new hardware and software

General wiring and setup procedures

Managing printers on print servers

Technician(Summer) May 2017 - Sept 2017

Armstrong School District, 181 Heritage Park Dr. Suite 2 Kittanning, PA

Repaired laptops, tablets, and desktop PCs(Mac and Windows)

Removed viruses and Malwarebytes

Updated Operating Systems and device drivers

Replaced screens and various other parts

Installed new hardware and software

General wiring and setup procedures

Education

BS Information Technology 2014 - 2018

[Point Park University](#)

Related coursework: Databases; JavaScript; Networking and Security; Business; Accounting, Active Directory, JAMF Pro, SCCM, Jenzabar, Office programs, Remote Desktop for servers and own computers, and Metis Security.

Point Guard Men's Basketball Team 2014-2015

Federal Work Study Program 2015-2018 graduation

3.0 GPA

Diploma 2010 - 2014

Kittanning Senior High School, Kittanning, PA

Related coursework: Java I-IV; Robotics I-III; Web Design I-II

Multi-sport letter athlete and Team Captain of Varsity Basketball

3.5 GPA

Skills

Technical Skills

Active Directory; SCCM; JAMF Pro; Programming Licensing; Program Microsoft Office Programs; Navigating and remote servers (Windows Server); Metis; DVR/Cameras; Networking; SQL & NOSQL to a certain extent; Database Creation and Web Design; Robotics; Fixing and Repairing hardware; Java; JavaScript

Personal skills

Outgoing personality and very client-centered approach to tasks

Self-motivated & independent worker who will seek work to stay productive

Highly adaptable and flexible to any situation, group, or environment

Multi-tasking as a must-have skill

Master troubleshooting skills via competitive nature to solve problems

Efficiently redesign and resolve technical problems while maintaining open communications with clients

Achievements

Employee of the Month- Point Park University Oct 2018, Oct 2019, March 2020, and many other nominations

Marine Corps Student Athlete Award- Kittanning Senior High School 2014

Computer Science Award- Kittanning Senior High School 2014

Interests

Golf, basketball, gaming, socializing, home improvements, boating, PC repair