

Nikia Simms

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Willing to relocate: Anywhere

Work Experience

Service Desk Analyst

Maricopa County Sheriff's Office - Phoenix, AZ

December 2019 to Present

I am the first level of support for 911 dispatch, police officers, civilian employees and higher ranking staff. This role consists of password reset, Microsoft exchange set up, and remote support on many technical levels .

Help Desk Technician

Cognizant Technology Solutions - Phoenix, AZ

December 2017 to July 2019

Serve as the first point of contact for customers seeking technical assistance over the phone or email

- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers
- Troubleshoot Microsoft products for corporate support.
- File claims for store and corporate users.
- Research information for end user support.
- Send emails to corporate and store level associates regarding important information.

Tech Support Specialist

Consumer Cellular - Tempe, AZ

December 2016 to December 2017

Provide technical support, advice, and assistance to consumers and businesses. I manage technical, hardware, and software system problems. I also assist customers that require step by step troubleshooting over the phone and through chat.

Call Center Representative

Sears - Tempe, AZ

February 2016 to July 2017

* Provide telephone support to answer inquiries on service, installation and troubleshooting procedures for all Sears products.

* I'm responsible for following through with repairs, rework, rebuilding and maintenance, including documenting results of failure analysis on products.

Education

Diploma

Proviso West High School

Additional Information

Skills

- Help Desk (4 years)
- Customer Service (7 years)
- VPN (3 years)
- Data Entry (5 years)
- Active Directory (2 years)
- MAC (5 years)
- MSP