

Summary

- IT helpdesk technician with 2 plus years of experience aiding every day users in navigating technical issues and procedural questions.
- Worked in linux and windows environments and has experience logging tickets with the proper information and concise accurate details for higher level troubleshooting
- Developed customer service and interpersonal skills for a highly diverse workforce from around the country.

Work Experience

Lowe's Hardware (Corporate)

IT Associate Technician (April 2018 – June 2020)

- Took phone calls from store corporate employees who needed assistance using multiple in-store /corporate POS applications
- Reset user password and access using in company identity management system
- Created detailed tickets for technical issues

Catawba Valley Community College

Computer Lab Assistant (August 2017 – April 2018)

- Assisted lab users in daily lab activities including troubleshooting applications, procedures, and passwords for their daily school activities.
- Cleaned and maintained lab cleanliness and reported issues (equipment not functioning or having issues functioning properly)

Education

Catawba Valley Community College (July 2016 – May 2018)

Associates in Computer Information Technology

Skills

- Customer Service Experience
- Programming Experience
- Database Design
- Hardware Maintenance and Repair
- Troubleshooting

Interests

- Building and Maintaining PCs
- Gaming/Modding
- Reading (Listening) to Fiction
- Art
- Philosophy and Politics