William Alosco

Relocating to Las Vegas, Nevada on August 1st, 2021 | (732) 421-2413 | walosco@gmail.com

# Objective

Relocating to Las Vegas from New York, August 1st, 2021, to be closer to family. Looking for a position in Tech Support. Recent IT experience, having transitioned to focus on passion for IT following 10+ years of effective customer service experience in various industries.

# Certifications

## CompTIA A+

* 220-1001 – Passed May 2021 220-1002-Scheduled June 16, 2021

**CompTIA Network+/Security + Currently Studying**

# Skills & Abilities

* ***Technical Skills/Experience***- Server 2016/2019, Ubuntu, Windows 10, Azure, Exchange 365, Virtualbox. Active Directory, DNS, DHCP, and various server roles including file shares and printing services. Group creations and password resets. Mailbox creations and outlook profile configuration. Custom Built personal Gaming PC
* ***Customer Service*** - 10+ years of providing excellent customer service in various industries and business models. Consistently recognized by customers and management for friendly personality and tendency to go above and beyond to meet customer needs.
* ***Interpersonal Communication*** - Experience in communicating effectively to customers via phone, email, and in-person. Ability to work well with fellow team members, upper management, and supervised staff.

# Employment history

## IT Support Technician | Spring Valley Animal Hospital | Monsey, NY | Oct. 2020-Present

* Provide support for Avimark Veterinary Practice Workflow software. Upgrade RAM, HDD, and CPUs as needed. Maintain and Repair Inkjet, Laser, and Thermal printers. Maintain practice Active Directory on Server 2016. Identifying and removing malware. Provide Remote Desktop/SSH assistance to 2nd clinic location. Upgraded all desktops to Windows 10 from Windows 7. Translate complex technical information to staff to implement prevention strategies.

## Customer Service Representative | Spring Valley Animal Hospital | Monsey, NY | Mar. 2017-Present

* Manage 1000+ clients for animal clinic. Client intake and attend to client inquiries. Maintain customer database and manage veterinarian schedule.

## Account Manager | EMCO industrial Plastics | Cedar Grove, NJ | Aug. 2014-Mar. 2017

* Cultivated and maintained client relationships for plastics fabricator/distributor. Provided on-site technical troubleshooting. Managed team of 2-4 to implement custom fabrication/machining solutions.

## Sales Representative | IFC Solutions | Linden, NJ | May 2012-Aug. 2014

* Managed accounts for food ingredient manufacturer. Provided on-site customer service to Northeast region. Presented various product lines to prospective customers at local/international trade shows.

## Inside Sales Representative | Global Computer Supplies | Holmdel, NJ | Aug. 2011-May 2012

* Achieved or surpassed biweekly and quarterly sales goals at high-call volume IT Hardware & Software supply company with extensive product line. Maintained customer relationships via phone & email.

# Education

## Muhlenberg College | Bachelor of Arts | May 2011

* Double Major: Business Administration-Management and Psychology