Brent Todd

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| SUMMARY | |
|  | Effective at desktop tech support, network security and monitoring. Skilled at solving problems for multiple applications including Microsoft office and Quickbooks. Experienced in customer interaction, answering how-to questions in person, by phone or chat. |
| WORK Experience | |
|  | **2014 – Present Alexis Information Systems Fayetteville, AR** *HELPDESK TECHNICIAN*   1. Primary contact for all tech support requests. 2. Install computers, maintain the computer network and all peripheral devices such as printers, scanners, phones. 3. In charge of software installation, upgrades and testing. 4. Established remote connectivity using Log Me In and Webex. 5. Successfully troubleshot and resolved end-user complications through research and effective follow up practices. |
|  | **2014 - 2017 University of Arkansas Fayetteville, AR** *COMPUTER TEST PROCTOR*   1. Technical support to students requiring special accommodation. 2. Monitor testing room access using custom surveillance software. |
|  | **2005 - 2014 Air Power Systems Tulsa, OK** *SHIPPING CLERK*   1. Customer service phone coverage for shipping inquiries. 2. In charge of the UPS, FedEx and Airborne paperwork for shipping. |
|  | **2003 - 2005 Newman Whitney Greensboro, NC** *INVENTORY CLERK*   1. Answer phone calls to provide customer service to all carriers. 2. Stage orders, restock inventory using the inventory software. |
| Education | |
|  | 2016 Associates in Network Administration ITT Technical Institute  2018 COMPTIA A+ CE certification. |