**Seth C. Knowles**

5121 West Street, Apartment D, Oakland, CA 94608 | (510)712-2569 | sethknowles3@gmail.com

**Technical Skills & Abilities**

**Customer service**

* 20+ years of customer service experience
* Well-versed in virtual computer set up and remote IT work, capable of providing user support and assistance on general use of operating systems, hardware peripherals, and software

**Communication**

* Sensitive to clients’ needs and able to develop warm client relationships.
* Experienced in the coordination and communication with multiple departments including sales, management, and customer service.
* Strong appreciation and ability to respect multiple cultures

**Technical (Software)**

* Strong knowledge and experience with MS Office, specifically Outlook, Excel and Word.
* Experienced in diagnosing and troubleshooting IT issues pertaining to network connectivity, printing, software updates and upgrades
* Strong virtual network experience

**Technical (Hardware)**

* Experienced in the installation, configuration, and troubleshooting of hardware peripherals such as monitors, keyboards, printers, WLAN routers, and network switches.
* Ability to support a complex and fast-paced desktop support environment; providing technical services for all desktop hardware (eg. desktop, notebooks, LCDs, peripherals, desk phones, conference rooms (VC), and printers).
* Experience with telecommunication maintenance

**Education & Training**

**Certificate of completion (IT Support) | 6/2020 | computer technologies Program (CTP)**

* Related coursework: Fundamentals of Information Technology (IT) • PC troubleshooting and maintenance • Basic building block network • Private/Public IP Address • Local Area Network • Disk Imaging/Partitions • IP Phone provisioning • Hardware fault methodology • BIOS, UEFI, POST, programming logic.

**Bachelor of arts | 6/1995 | University of Puget Sound**

* Major: Asian Studies

**Professional Work Experience**

**Sales Associate | Home Depot | May 2017 - Present**

* Inventory management, customer project assistance, data analysis
* Recipient of multiple Homer and Bravo awards

**Office Services Coordinator | Publishers Group West | April 1997 - November 2017**

* Responsible for office and facility  maintenance needs for 100+ staff
* Electronics storage of important documents, telecommunication maintenance and compute workstation set up