**Ssemakula Joel**

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**Summary:**

Microsoft Systems Specialist: Information systems professional who manages multiple tasks and works well under pressure with outstanding customer service skills in resolving technical issues and educating end-users.

**Skills:**

|  |  |
| --- | --- |
| * Office 365 Administrator * Managing and Administering Active Directory * Windows Server 2012/2008 * Windows system administration and Networking * Microsoft TCP/IP, firewall and Ethernet Network | * Desktop and Remote Support * Operating systems Windows * IT Support and Trouble shooting * Outlook |

**Experience:**

**Employer: Naxym**

**IT Technical Support Specialist November 2017 - To date**

**Essential Duties and Responsibilities include.**

* Attend troubleshooting calls and execute installations, desktop maintenance and upgrades.
* Extend technical support to customers.
* Assess user needs and develop technical solutions on work related issues.
* Direct all operating systems and corresponding software.
* Install, configure, maintain and troubleshoot end user desktops.
* Determine and execute system reconfiguration needs.
* Configure and install phone and computer.
* Offer remote support for customers on network connectivity and printing.
* Install and manage peripheral support devices like printers.
* Examine, manage, maintain, upgrade and support network servers’ equipment and maintenance.
* Microsoft Office 365(Word, PowerPoint and Outlook)
* Windows system administration and Networking

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**Software Support Officer/ Help Desk.**

* Support of operating systems, applications as well as troubleshooting and administration.
* Installation, configuration of new peripheral devices.
* Increased customer satisfaction and retention through innovative solutions to arising issues.

**Education:**

**Certifications**:

* MCSE (Microsoft Certified Systems Engineer**)**
* MCSA (Microsoft Certified Solutions Associate)

**Training:**

* Cisco Certified Network Associate - ABCO Technology 2017
* CompTIA A+ (PC Hardware Repair & Maintenance) - ABCO Technology 2017
* Kampala International University 2002 to 2005

Bachelor of Science, Computer Science.