**Clifton Harrison**

Antioch, CA • 925-301-6680 • cliftondharrison@gmail.com **IT Professional**

**PROFESSIONAL SUMMARY**

A versatile, analytical and technical IT professional with a practical hands-on approach who always perseveres to bring the highest degree of professionalism in order to achieve the best results. Currently looking for a career in the Information Technology sector to be able to utilize professional experience, skills and knowledge for the benefit of the organization.

**EDUCATION**

Unitek College- Concord, CA April 2021

**Information Technology Program**

**Certificate of Completion**

Post University-

**Bachelor of Science in Computer Information Systems** June 2019

**TECHNICAL QUALIFICATIONs**

**Hardware Setup and Troubleshooting**

* Laptops, Desktops, printers, mobile devices, VoIP phones and routers

**Operating Systems**

* Windows XP, Vista, Windows 7, 8, 10
* Windows Servers
* IOS

**Software**

* Microsoft Office (Word, PowerPoint, excel)
* Virtualization (Hyper-V, VM ware, Oracle Box)
* Windows Remote Desktop

**ADDITIONAL SKILLS**

* PC imaging and restoration
* A lot of Patience with people and computers
* Great understanding of active directory and group policies
* Ability to work independently and with a team
* Ability to adapt well to changing policies and needs seamlessly
* Critical thinking
* Excellent professional customer service

**RELEVANT EXPERIENCE**

Alameda County ITD – Alameda, CA JAN 2019- Dec 2021

***IT Support Specialist***

* Ran software updates from internal server location for both Mac and PC desktops
* Changed local user and administrative passwords to updated information
* Remoted into company computers and launched / installed software
* Upgraded Windows 1809 Machines to 1909 or Windows 10 20H2
* Performed fie system maintenance on PCs and disk utilities on Macs
* Desktop system teardowns and setups of hardware and software applications

DD’S Discount – Antioch, Ca Feb 2017 – Dec 2019

**Stock Associate**

* Greets and responds to all customers in a courteous and friendly manner
* Ensured proper merchandise presentation
* Always maintained a clean work area
* Responsible for controlling shortage through personal awareness and compliance with company standards and theft deterrents
* Unload new merchandise and put in proper department to sale

AMC – Antioch, Ca Oct 2015 – Aug 2016

**Sales Associate**

* Responsible for helping customers understand how unique the product is in comparison to our competitors
* Create sales and customer relationship opportunities by utilizing resources like store promotions
* Hold integrity in the highest regard and let management know of any violations
* Sustain monthly goals and contribute to them
* Maintain the standards of the store floor and restock items as soon as necessary to ensure the best customer experience
* Set an example for new sales associates by providing amazing customer service