IT TECHNICIAN

**Samuel Barnes**

Phone: (253) 548 – 4067

Email: sammbarnez@gmail.com

*Summary*

IT professional with years of experience in customer facing service positions. Recent college graduate with hands on experience working as team to manage and repair PC’s in both Windows and Linux desktop environments. Strong problem-solving skills and can address customer support issues quickly with good communications skills.

*Skills Summary*

**Technical Skills**

* Diagnose and repair of windows PC’s
* Configuring windows hardware and applications
* Windows imaging and deployment via Sysprep and WDS
* Create and manage access to resources using NTFS permissions
* Create and manage Active Directory Domains including creating OU’s and users, adding roles and deploying Group policies
* Install, configure, and maintain windows servers and networking hardware

**Soft Skills**

* Using ticketing systems to prioritize and manage support requests
* Clear and respectful communication; both written and verbal
* Working as team in order to complete goals

*Experience*

**General Laborer – Rigid Construction Inc (January 2020 – Current)**

* Maintaining a safe work site by following and understanding, rules and regulations
* Following plans to efficiently make use of materials and tools to complete projects
* Using problem solving skills to make judgement calls on issues not considered during planning

**Desktop Support Intern – Department of Social and Health Services (June 2019 – December 2019)**

* Documented and managed support request via ticketing system
* Imaged and configure new and reused laptops
* Provided IT support in person and over the phone using remote access tools
* Managed and created users and groups in Active Directory
* Managed and created users in Meraki phone management systems

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**Samuel Barnes**

Phone: (253) 548 – 4067

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**Daniel Mitchell**

Former Coworker

Telp: (360)628-1883

**Jeff Swift**

Former Manager

Telp: (360)701-5456

**Lube Technician – Valvoline Instant Oil Change (June 2014 – April 2019)**

* Provided excellent customers service in a time efficient manner
* Resolved unsatisfactory customer service issues and complaints and developed training to prevent reoccurring issues
* Inspected vehicles to recommend and document needed repairs and recommendations

**GeekSquad Technician - BestBuy (July 2008 – July 2012)**

* Diagnosed and repaired Computer Hardware/Software issues.
* Resolved unsatisfactory customer service issues and complaints; investigated root cause; identified and implemented action plans to prevent recurrences
* Maintained excellent customer service skills to communicate customer needs effectively and provide quality service to enhance customer satisfaction.

*Education*

**Associate degree**: Computer Networking and Information Systems Security

Clover Park Technical College | Jan 2017 – Dec 2019

*Certifications*

**CCNA Routing and Switching**

Clover Park Technical College | Jan 2017 – Dec 2019

**Computer Support Technician**

Clover Park Technical College | Jan 2017 – Dec 2018

**Computer Help Desk Tech**

Clover Park Technical College | Jan 2017 – Dec 2018

*References*

**Danny Cox**

Former Manager

Telp: (360) 481-7758