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| Information Technology Technical Support Analyst 1 with more than two years of providing quality leadership, customer service, technical skills, and help desk support. Looking to gain a position as an Information Technology Technical Support Analyst 2 with a company that will utilize my technical computer skills to resolve problems and provide excellent customer service. |

# Experience

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| 06/2019 – PresentIT Support analyst 1, los angeles county counsel Provide help desk support for both web-based and desktop applications such as the Los Angeles County Counsel eCAPs system, Microsoft Office (including Teams), Adobe Acrobat Pro, and other applications. Test and verify of departmental computer disk images to standardize implementation of security policies. Monitor and respond quickly and effectively to requests received through the IT Support phone line and web portal. Act as a technical resource to end users and other information technology staff and troubleshoots, diagnoses, and resolves moderately complex hardware, software, and network connectivity problems, including problems not covered by established procedures. Identify trends in the reported problem calls and implements improvements. Assist with onboarding of new users by installing, configuring, and testing computer hardware, software, and peripheral equipment. Modify configurations, utilities, and software default settings on local workstations. Lead small hardware and software installation and upgrade projects; participates in large and/or complex projects with general direction. Documents internal procedures and incidents. 10/2013 – 02/2019sheriff’s security officer, los angeles sheriff’s department Performed law enforcement-related services and support duties. Familiarize, understand, and follow oral and written instructions. Effectively communicate orally and in writing reports. Issue parking citations, communicate briefs, investigate incidents, detain suspects, and respond to emergency calls within the facility. Installed, configured, tested, troubleshooted and repaired computing devices or software. Aided with the CAD system to new users. 12/2009 – 04/2014**post commander**, abm industries Prepared instructions for security staff and assisted in the development of training material with the property managers. Attended meetings, prepared agendas, and completed daily reports. Receives telephone calls from customers and responds appropriately to their requests and problems. Monitored incoming and outgoing traffic at an assigned location. 02/2009 – 08/2009**security officer**, securitas security, inc. Patrolled premises to prevent and detect signs of intrusion. Assisted with the creation of training materials and facilitation of training related to procedures involving the security system. 07/2008 - 01/2009**security officer**, inter-con security services Patrolled an assigned area with a mountain bike to ensure public compliance with existing parking ordinance. 12/2007 – 04/2008**dual-function transportation security officer**, TSA Searched carry-on or checked baggage for any prohibited items including weapons. Tested baggage for any explosive materials. Inspected carry-on items using x-ray viewing equipment to determine whether items contain objects that warrant further investigation. 12/2005 – 01/2008**material handler**, fedex express Moved freight from storage and production areas, loading docks, airplanes, and containers. Load and unload freight from the airplanes using FMC loaders. |

# Skills

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| * Windows 10 * Microsoft Office * Adobe Suite (Adobe Acrobat, Photoshop, etc.) * Video Conferencing Applications (Zoom, WebEx, Teams, etc.) | * Installing and Repairing Computer Hardware * Project Management * Type at the rate of 55 net words per minute. |