TRAVIS AARON KESLER

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# SKILLS

•Microsoft Oﬃce Suite • Service Now • Active Directory • TCP/IP • WAN/LAN Technologies•

•Customer Satisfaction • Critical Thinking • Teamwork • Project Management • Escalation Management•

•Order/Ticket Management • Software/Hardware Troubleshooting • Communication•

# WORK EXPERIENCE

**Onsite Technician** (Contract) December 2019 - October 2020

*Unisys Corporation* Maryland

* Diagnosed hardware and software related issues for a variety of business tools, such as point-of-sale systems, printers, desktops, and laptops.
* Utilized Service Now as well as Active Directory to resolve customer technical support issues and provide standard Tier 1 support.
* Provide superior customer service while acting as a representative of Unisys Corporation during visitations to daily job sites.

**Tier 1 Help Desk Technician** January 2019 - September 2019

*TEKSystems* Catonsville, Maryland

* Utilized Service Now ticketing system to track, monitor, and carry out basic Tier 1 user-account troubleshooting for clients via help desk line.
* Guided and assisted clients via terminal programs to diagnose and resolve issues, granting ticket escalations for on-site or specialized technicians in the case an issue was not able to be resolved.
* Assisted in company-wide transition from previous support ticketing system to Service Now, leading to improvements and streamlined processes in customer technical support.

**Onsite Computer Technician** (Independent Contractor) June 2017 - January 2019

*Geeks on Site* Maryland/Virginia/Pennsylvania

* Traveled to and performed on-site troubleshooting and repairs for homes and small businesses for all computer-related issues.
* Most commonly troubleshooted issues relating to: Windows OS, Email, Phones, Networking, Cabling and Installation, Data Management.
* Utilized Microsoft Oﬃce regularly in order to build up time management and data organization knowledge.

**IT Warehouse Manager** June 2018 - December 2018

*Carroll County Public Schools* Carroll County, Maryland

* Managed storage, tracking and shipping for all computer equipment for Carroll County Public Schools.
* Tracked computer inventory through Microsoft Excel and performed general quality control inspections for damages and sent unﬁt inventory out for repairs
* Load and unload all incoming shipments to/from all county schools.

# EDUCATION

**Stevenson University** Expected 2022

B.S. Computer Information Systems - Networking Owings Mills, Maryland

**Carroll County Career & Technology Center** January 2012 - January 2013 CCENT Certiﬁcation - Cisco Networking Academy Carroll County, Maryland