**David Thompson**

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**SUMMARY**

Ambitious, open-minded individual with excellent customer service experience and communication skills. Seeking a position in the Information Technology field with a forward-thinking company that values both their employees and clients.

**RELEVANT SKILLSETS**

Hardware/Software Troubleshooting RMS Computer Corp.

Assisting customers with solutions over phone/email

Updating documentation and processes RMS Computer Corp.

Assisted team in ensuring process documentation is current as well as creating documentation for new processes

Experience with Windows Server 2008/Active Directory ITT Technical Institute – Spring 2012

Education on functions of WS2k8 and AD such as: server deployment, scalability, domains, group policies, security configurations, backup procedures

Expert-level familiarity with Windows 7/10 Personal education

**EDUCATION**

ITT Technical Institute | Everett, WA Graduated – Winter 2012

**Associate of Applied Science Degree in Computer Network Systems**

**WORK EXPERIENCE**

RMS Computer Corp. | New York, NY / Everett, WA August 2016 – July 2021

***Customer Service On-Site Representative***

* Computing Hardware ordering assistance
* Team functions to assist with metric trends