**Philip Landes**

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**Professional Summary**

Skilled computer technician with broad base of experience in technical support and operations. Practiced troubleshooter with excellent diagnostics and repair abilities, strong attention to detail and methodical approach.

**Skills**

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| * Hardware and software installation * Network component installations * Desktop and laptop installations | * Operating system testing * Technical analysis and support * Application support |

**Work History**

Desktop Support Technician April 2004 - November 2019

RAFN Company Bellevue, WA

* Provided remote support to users at job sites as needed.
* Provided technical support services to computer system users throughout the organization
* Troubleshot and resolved user problems and answered general user questions
* Installed and configured software and hardware systems
* Purchased minor equipment and supplies
* Acted as first contact including answering questions, providing advice, troubleshooting and follow-up to assist users resolve computer problems
* Coordinated user problem resolution with other IS staff. Tracked and reported recurring problems
* Set up PCs and associated hardware to company specifications in office and field locations
* Ran basic diagnostic tests to ensure proper operation of system  
  PCs and hardware set up where and when needed
* Assembled and tested systems to ensure they were operationally sound
* Plugged in all networking equipment (such as hubs, switches and routers) at job sites
* Verified operation of job site networks, including ability to print, access corporate computer systems, and general Internet access.

**Education**

Associate of Arts: Network Technology

Edmonds Community College Lynnwood, WA

* Dean's List

Certificate: Computer Service Technology

Edmonds Community College Lynnwood, WA

* Recipient of Washington Award of Vocational Excellence (WAVE) Scholarship

Certification: **CompTIA** A+ Lynnwood, WA