**Toya F. Rush**

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Everett, WA 98204

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Toya.Rush75@gmail.com

**Education**

*Associate of Applied Science in Information Technology, June 2013*

Kaplan University, Davenport, IA

**Qualifications**

* Install/Repair/Update hardware, software, and peripheral equipment.
* Provide support for network and Internet connectivity.
* Use Help Desk system to monitor and track problem tickets and technical support issues.
* Create, review and update Help Desk documentation as assigned.
* Experience with configuring, troubleshooting, and repairing PC hardware.
* Basic understanding of LAN/WAN technology.
* Strong oral and written communication skills.
* Set up accounts and password reset for Active Directory accounts.

**Work Experience**

**Forest Ridge- The Sacred Heart School of Seattle**

*Help Desk Technician-Bellevue, WA January 2021 to Present*

* Responsible for setting up new user’s accounts in active directory, resetting passwords, setting up email accounts and setting up new user devices. Responsible for re-imaging of computers. Responsible for managing inventory using Lend Items. Responsible for monitoring help desk support tickets using Zoho ticketing system. Responsible for setting up any technical equipment needed for school events, conferences, etc. Responsible for tracking of device repair to Lenovo and Microsoft for the devices used by staff and students.

***University of Mississippi- Desoto***

*Distance Learning Technician- Southaven, MS February 2019 to January 2020*

* Responsible forTroubleshooting and performing maintenance on distance learning and audio-visual equipment. Responsible for setting up Zoom meetings for instructors for their classroom. Tested all equipment, sound and devices daily needed for instructors.

***Academics Plus Charter School***

*IT Technical Support Technician II- Maumelle, AR October 2016 to March 2018*

* Responsible for adding/removing users to active directory, resetting passwords,

Setting up Gmail accounts, and re-imaging computers. Responsible for setting up desktop computers, laptops, Chromebooks, projectors, apple TV’s, Mimios in classrooms. Responsible for keeping track of all tickets through Spiceworks ticketing system and updating the system with the resolution.

***MCR Technical Service LLC.***

*Field Service Technician- Little Rock, AR August 2015 to October 2016*

* Responsible for answering all customer support calls, providing preventative

Maintenance every 3 months to the driver’s license equipment used in the Arkansas Revenue offices. Repaired printers and laminators used to print driver’s license. Also replaced monitors, updated software, and cleaned machines and did inventory of all decal stickers for each of the 45 Revenue offices.

***Rock Pond Solutions***

*Customer Support Specialist- Conway, AR October 2014 to March 2015*

* Responsible for answering all customer support calls, creating help desk tickets, I was also responsible for scheduling training for all new customers.

***Summit Software***

*Web Support Technician- Maumelle, AR December 2013 to September 2014*

* Responsible for providing web support for customers that have online payroll.

Responsible for updating the customer's website and troubleshooting errors.