Connie Lo

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| Objective | To obtain a position as a team-player in an organization where I can maximize my knowledge and skills to achieve the corporate goals |
| Skills & Abilities | * Troubleshooting * Active Directory * Windows 7 & 10 * Microsoft Office Suite 2016 * Image/Configure/wipe PCs * Install PCs * Teamwork * Customer Service |
| Experience | Desktop Support Technician, Ascension Health September 2017 – Present   * Provide software and hardware support. * Diagnoses and resolves problems using documented procedures and checklists. * Assists with the resolution of application, hardware and software problems. * Escalates problems to higher level technical support professionals when necessary. * Completes end to end desktop activities for installs, moves, adds, changes, updates and projects. * Provides desktop services to customers following documented processes while providing a good customer service experience to those supported.  Tech Engineer Support Associate, Ascension HealthDecember 2016 – September 2017  * Research and identify solutions to software and hardware issues * Ask customers targeted questions to quickly understand the root of the problem * Monitor Data Center * Ensure all servers are running with no errors * Document errors and escalate to the appropriate team  Service Desk Analyst, Wheaton Franciscan HealthcareNovember 2015 – December 2016  * Serving as the first point of contact for customers seeking technical assistance over the phone * Performing remote troubleshooting through diagnostic techniques and pertinent questions * Walk the customer through the problem-solving process * Direct unresolved issues to the next level of support personnel * Record events and problems and their resolution in logs |
| Education | Menomonee Falls High School High School Diploma |
| Certification | * Dell technician |
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