## SUMMARY OF QUALIFICATIONS

Information Technology professional with over 10 years’ experience providing desktop support in a service desk environment while acting as a technical liaison for all internal and external departments of the company – approximately 1000 customers.

* Excellent communication and customer service skills, flexible, and can work in diverse environments.
* Innovative IT problem solver with the ability to communicate effectively with all personnel levels, skill levels and cultures.
* End user support is my area of expertise, and thoroughly enjoy solving technical issues for people.
* Able to train, assist, and motivate coworkers with daily service desk operations.
* Ability to maintain a positive, calm demeanor during continually changing priorities.

## PROFESSIONAL EXPERIENCE

**Precor, Inc., Woodinville, WA**

**Senior Specialist, IT Desktop Support Analyst 10/2014 – 10/2020**

* Provided end users with technical support for seven separate sites via remote access, phone, E-mail, in person, MS Teams, and Skype for Business.
* Installed / upgraded end user software / hardware, and troubleshot software / hardware issues.
* Obtained a good understanding of the company’s environment software (through internal training) and possess the ability to provide software training to clients when needed.
* Learned the different applications / systems and processes used on a daily basis by the support team.
* Exchange administration.
* Mobile device administration.
* ShareFile account administration.
* ShoreTel / Brightmetrics phone system administration – additions, changes, workgroups and phone queues, and support to end-users.
* Provided support on printers and all other peripheral devices to internal staff and outside sales reps.
* Logged all support requests and resolutions in the OTRS call-tracking system.
* Contributed to companies’ knowledge-based documentation.

**Washington State Service Corps, WorkSource, Everett, WA**

**AmeriCorps Computer Resource Room Navigator 09/2013 – 07/2014**

* Assisted job seekers in utilizing internet technology including web mail, search engines, and employment websites, and supported them in all types of application materials.
* Provided support for job recruiters and Business Services in workshops and scheduled interviews for upcoming job hiring events.
* Prepared materials for partner facilitated workshops.
* Ability to relate and communicate with diverse groups of individuals.
* Provided individual and class room assistance in introductory and intermediate level computer literacy.
* Data entry of services provided in the SKIES program; generated reports from SKIES for services provided at workshops.
* Administered typing and data certifications.

**WorkSource, Everett, WA   
Volunteer Technical Support Assistant 11/2012 – 09/2013**

* Provided technical expertise to clients seeking assistance with a variety of computer issues.
* Assisted clients with Microsoft Office Applications, creating and formatting resumes and cover letters utilizing WorkSources prepared handouts and guidelines.
* Showed clients how to gain internet access to various websites and job search boards.
* Assisted multiple clients at a time using office equipment – computers, fax machines, scanners, printers, and copiers.
* Co-facilitated resume, basic computer literacy and on-line application computer labs.

**Community Transit, Everett, WA 06/1998 - 10/2011  
Network Technician**

* Maintained and supported the service desk for five separate sites.
* Logged all support requests and resolutions in Numara TrackIt! call-tracking system.
* Remotely attached to customers computers to resolve issues using Numara TrackIt! and Windows Remote Desktop.
* Assembled, configured, installed, administered, and troubleshot network workstations and software, repaired or replaced as needed.
* Created and maintained service desk records and companies’ knowledge-based documentation.
* Setup, configured, and troubleshot various software specific workstations including PeopleSoft, FleetFocus, Trapeze OPS, Hastus and ATIS.
* Installed network and stand-alone applications and upgrades.
* Maintained and updated licensing records of all software information.
* Completed hardware and software moves, additions, and changes.
* Maintained composure amid continually changing work priorities and continuous growth of agency’s network.

## AWARDS

**Community Transit, Everett, WA**

**2009** All Star Silver Award as a Member of the Microsoft Conversion Project

**2008 – 2010** 18 Peer to Peer Core Points Awards for Customer Service

## EDUCATION & TRAINING

**Networking Training,** WorkSource, Everett, Mount Vernon, and Bellingham, WA

**A+ Certified Computer Technician,** CompTIA, Seattle, WA - Verification #CC5DTT3828

**Business Course Work,** Everett Community College, Everett, WA

**Diploma,** Everett High School, Everett, WA