

HAROLD DAVIDSON

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217-549-0421

Skills Summary

Proficient in supporting: Active Directory, Lotus Notes, Exchange, Microsoft Office, basic networking, OS X, ServiceNow, Incident Monitor, ADP, Cisco Phone Systems, Shoretel, Nortel, Hyland OnBase, etc.

Education

Apple Certified Macintosh Technician – November 2015

ITIL Foundation – July 2014

Network Administration ASCNT – in progress

Experience

Patterson Companies

ITSM Incident Analyst I – ServiceDesk Senior Specialist III

Past phone and email support for all incoming incidents and requests

Proven track record of adhering to and enforcing SLAs

Advanced incident resolution

Incident reporting and communicating with Levels 2 and 3

March 2014 - Present

Walmart

Associate

Process financial transactions and maintain inventory

Assist and engage customers with sales and service

June 2007 – March 2014