

Dillon Linton

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INFORMATION TECHNOLOGY MANAGEMENT/ IT HELP DESK TECHNICIAN

Self-motivated professional with vast expertise in technology leadership, solutions architecture, business intelligence, and website development. Proven success in improving workflows, enhancing operational efficiency, as well as achieving cost-savings and revenue growth by introducing emerging technologies. Established a trusted reputation as a key resource, offering expert technical assistance and guidance for implementing advanced transmission repair and management solutions. Demonstrated capability in providing exceptional customer support and troubleshooting as a help desk technician.

- Substantial experience in identifying and evaluating operational bottlenecks and delivering technical support to minimize obstructions and increase productivity.
- Proficient at microservices as well as power platform knowledge aimed at analyzing data, building solutions, automating processes, and creating virtual agents.
- Solid ability to excel within individual and team-driven business environments and to lead projects by setting objectives, designing plans, allocating budgets, and coordinating tasks across cross-functional teams.
- Profound talent in team building, conflict resolution, and strategic leadership while effectively working with diverse groups to complete all assigned tasks.

AREA OF EXPERTISE

Technology Leadership/Consulting | Full Lifecycle Project Management| Workflow Optimization| Staff Development & Training | Data-Driven Reporting | Quality Assurance & Control | Solution/Enterprise Architecture| Continuous Process Improvements | Business/Data Analytics| Risk Assessment and Mitigation

PROFESSIONAL EXPERIENCE

Self Employed, Kennesaw

Personal Trainer

Jan 2023- July 2023

Provided individualized exercise programs, guidance, and support to clients based on their specific needs, abilities, and preferences. Trained multiple clients and provided a workout routine, diet, and hands on training. Brought forth a self-motivated attitude, committed to helping people enhance their bodies and lives. Modified lessons for individuals when necessary, through strategic planning and execution. Conducted weekly assessments of a client's advancements and altered following sessions as needed. Developed and implemented all fitness and nutrition programs for clients.

Mr. Transmission, Decatur

Service Advisor

June 2021- August 2021 June 2022- Aug 2022

Delivered exceptional customer service and achieved customer satisfaction goals by developing and implementing new customer service policies and procedures. Collaborated with cross-functional departments to ensure customer needs were met. Resolved customer complaints and escalated issues to management as necessary while managing resources to achieve work objectives on time. Created, maintained, and improved customer relationships while interacting with customers on a daily basis.

EDUCATION and CERTIFICATIONS

Bachelor of Science in IT | Kennesaw State University, Kennesaw | Aug 2021- December 2023 (Graduation) | **3.72 GPA**

CompTIA A+ Certification | In-Progress

Google IT Support Professional Certificate

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PROJECTS COMPLETED

Home Server Setup

Personal Website Development

Honeypot Implementation and Monitoring