

Robert Smith

Service Desk

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SUMMARY

Interact with all levels of staff to resolve various technical issues with personal computers, medical research computers, printers, and conference room equipment. Contact vendors as appropriate for maintenance in accordance with company contracts.

SKILLS

Analytical Skills, Management.

WORK EXPERIENCE

Service Desk

ABC Corporation - September 2012 – September 2013

- Maintained and reported hardware inventory on a monthly basis in accordance with corporate requirements.
- Formated and image computers for company use. Add the computer to the DNS utilizing Active Directory as needed.
- Contacted for equipping new hires with appropriate desk setup.
- Activated ports as needed and installed additional software upon request.
- Streamlined the computer setup process from an average.
- Provided PC hardware and software support to end-user.
- Installed PC and related peripheral equipment for end-user.

Service Desk

Delta Corporation - 2007 – 2012

- Provides first level assistance for defined problems and escalated tickets as necessary.
- Tracked calls and documented problems into issue tracking software, consults knowledge database to optimize resolutions and follows through on resolution with callers.
- Provided PC hardware and software support to end-user
- Installed PC and related peripheral equipment for end-user
- Maintained statistical reports and documentation, including problem/trouble and departmental statistical and effectiveness reporting
- Set up user accounts, process move, transfer and user change forms
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

BS