

Robert Smith

Help Desk Engineer/Consultant

PERSONAL STATEMENT

Seeking a Help Desk Engineer position in the IT field where can effectively utilize and contribute skills. Efforts to build high-quality solutions.

WORK EXPERIENCE

Help Desk Engineer/Consultant **GNT Solutions - March 2015 - 2020**

Responsibilities:

- Responds to phone calls and emails about computer issues and requests.
- Resolves and/or escalates tickets assigned according to SLA Utilize remote support tools to assist users/clients using ConnectWise, N-Able, Dameware, and Go To Assist.
- Creates, edits and/or deletes Active Directory user accounts.
- Configures PC, Laptops, Servers and VoIP phones for clients.
- Installs and configures software for clients. Manages user email accounts.
- Assists users with configuring email on iOS and Android devices.
- Travels between client sites when needed for installs or repairs.

Help Desk Engineer **Delta Corporation - 2011 - 2015**

Responsibilities:

- Respond to and diagnose problems through discussion with end users
- Ensure a timely process through which problems are controlled including problem recognition, research, isolation, resolution, and follow-up procedures
- Provide support to end users on a variety of issues related to the product
- Work closely with test engineers to identify, research, and resolve technical issues
- Document, track, and monitor issues to ensure timely resolutions
- Utilize support services within and related to the product in order to restore service and/or resolve end-user issues
- Simulate or recreate issues to resolve user problems

Education

Bachelors of Science in Information Systems and Cybersecurity - June 2013(ITT Technical Institute - Carmel, IN)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Microsoft Office,
Customer Service,
Customer Relationship
Management, Billing.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)