

John Desautels

Boone, North Carolina, United States

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Summary

Self-driven IT Technician and service specialist with nearly a decade of experience in computer diagnostics, repair, and restoration. Proven expertise in hardware, software, and networking, with a strong commitment to technical excellence and customer satisfaction. Combines entrepreneurial initiative with collaborative teamwork to deliver effective technical solutions.

Skills

- **Technical:** Computer Repair & Restoration, Hardware Diagnostics, Software & OS Installation, IT Operations, Networking Equipment Installation & Testing
 - **Professional:** Customer Service & Professional Communication, Inventory Management, Team Collaboration & Synergy, Client Relations
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Professional Experience

Mountain Grounds Coffee & Tea Co | Banner Elk, NC

Food Specialist | May 2024 – Present

Desautels Computer Repair | Boone, NC

Founder | October 2023 – July 2024

- Successfully repaired and restored a wide range of devices, including desktop PCs, business computers, laptops, and MacBooks.
- Provided comprehensive one-on-one client service, addressing diverse computer and networking needs through both in-person and remote support.

Computer Tamers / Geeks at Work | Boone, NC

Computer Technician | August 2023 – October 2023

Internship Trainee | June 2023 – August 2023

- Repaired hundreds of computers, resolving complex issues such as screen damage, power supply and motherboard failure, graphics card issues, hard drive failure, water damage, and battery replacement.
- Collaborated effectively within a team to diagnose and repair PCs and laptops, demonstrating strong professionalism and technical aptitude.
- Gained hands-on experience with networking equipment under expert leadership and training.

Staples | Boone, NC

Inventory Specialist | August 2022 – January 2023

Technology Associate | May 2022 – August 2022

Sales Associate | January 2022 – May 2022

- Earned positive customer feedback and formal company recognition for excellence in customer service and sales performance.
- Received a commendation letter from a customer to the company president for delivering outstanding service.

Subway | Boone, NC

Sandwich Maker | June 2021 – December 2021

Jersey Mike's Subs | Boone, NC

Sandwich Maker | June 2018 – August 2018

Education

Liberty University Online

Bachelor of Science in Information Technology | August 2019 – May 2023

Accomplishments & Highlights

- Successfully repaired and restored numerous desktop PCs, laptops, and MacBooks, building a reputation for reliability and skill.
- Installed and tested critical networking equipment for major businesses and retailers.
- Consistently maintained a professional, patient, and effective demeanor in both storefront and remote service environments.

- Formally recognized by customers and company leadership for exceptional service and technical problem-solving.
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