

# Grant Roscoe

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Junior Management Information Systems major seeking an information technology or desktop support position role within a company that fosters continual growth, long-term career opportunities, and mentorships.

## EDUCATION

**Bachelor's degree in Management Information Systems (MIS)** Expected May 2023

Sam Houston State University Huntsville, Texas

**Associates degree in General Studies** May 2017

Lonestar College Cyfair Cypress, Texas

## EXPERIENCE

**IT Service Technician, GTIN Managed IT The Woodlands, Texas**

**October 2021-January 2022**

- Traveled on-site to clients as needed to assist with IT needs and user issues
- Handled any user issues and tickets as assigned that came in
- On boarded and configured new PCs set up in rack
- Recycled old PCs, wiped and reconfigured for redeployment

**Tier 1 Helpdesk Technician, IanAsher Open Solutions Montgomery, Texas**

**March 2020-December 2020**

- Monitored ticketing systems, company data center, and responsible for any incoming user issues
- Worked with team to implement Office 365 migration and other projects for clients
- Responsible for onboarding and offboarding pc users as needed and adding new user accounts through Active Directory
- Helped troubleshoot any hardware or software issues that users might be having

## SKILLS

- Office 365 administration
- Connectwise, Zoho, and SolarWinds ticketing systems
- PC hardware and software troubleshooting
- Active Directory management and administration

