**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**

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