

Grady Bastaich

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EXPERIENCE

Longwood University, Farmville Va – Student Support Technician

August 2020 - May 2020

Assisted students and faculty at Longwood with any technological problems

- Connected faculty to the VPN in-person and over the phone
- Helped students with laptop and printer issues
- Assisted staff with finishing tickets and follow up on open tickets with any issues faculty and students had
- Helped faculty and staff with their ios and windows devices to connect to wifi
- Experience with building and fixing personal desktops

Temporary Help Desk Support Agent for CVS

June 7 2021 - July 10 2021

Learned to work in a call center and how to efficiently assist people over the phone

- Assisted any CVS worker with store hardware and software issues
- Learned to be efficient with working a database and ticket system
- Experience with efficiently getting information that was needed to solve the situation
- Learned to deliver information thoroughly over the phone to the user to solve the situation

EDUCATION

Liberty University Online

Business Information Technology

April 2021 - current

SKILLS

Certified in Microsoft Word, Excel, and Powerpoint

Certified in Adobe Dreamweaver

IC3 Certification – digital literacy

REFERENCE

Kirsten Bowen
Help Desk Tech
(434) 294-8257

