**Keshon Stewart**

Information Technology Speicalist

**Education:**  
University of Wisconsin- Milwaukee, Milwaukee, WI

January 2016 – May 2019;

Degree Earned: Bachelor of Science in Information Technology

Arizona State University

September 2013 – December 2014

Pursued: Journalism

***Professional Work History:***

New Resources Consulting

**Help Desk Technician**

May 2019 - Current

* First response for any technological or network related issues that happens within the office or from remote clients while working within the Zendesk ticketing system.
* Work directly in correlation to our Network Administrator to repair servers and make any necessary network changes.
* Create and run Powershell commands daily for change expiring password notifications and assigning phone numbers to new users.
* Assist in the new hire and term process by creating and removing users as needed. Setting up laptops for new employees and reimaging and resetting laptops for employees who are leaving.

***Concurrent Employment with College Studies:***

University of Wisconsin – Milwaukee

**Classroom Support Technician**

January 2019 – May 2019

* Handle support tickets of software and hardware concerns from clients.
* Evaluate, determine root cause, collaborated with internal and external technical support to ensure 100% problem resolution
* Resolve technical issue and maintenance of class room equipment and control panels.
* Diagnose successfully and resolve hardware and software issues on user workstations and on server.

University of Wisconsin – Milwaukee

**Student Affairs IT Technician**

August 2018 - January 2019

* Installed and maintained hardware and software components on computer stations and IT equipment.
* Configured and reimaged networking equipment 100% successfully for switches, routers, and hubs.
* Worked within Cherwell ticket system to track and maintain support tickets for MAC and PC operating systems.

**Professional IT related highlights:**

* Assisted in rolling out Microsoft Teams and a new phone system to over 300+ employees.
* Lead the roll out of a new spam filter and email tracking system to over 300+ employees.
* Assisted in the creation of ID cards for employees within the office
* Experienced website developer with using a variety of programming languages and software

**Contact**

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Milwaukee, WI 53224

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**Summary**

Hard-working employee offering a strong academic background in IT. Knowledgeable and thorough Help Desk Technician with great attention to detail and experience with a wide range of security, engineering networking, and operating system software. Driven and self-motivated, effective at completing task with minimal supervision. Proficient in a range of computer systems, languages, tools and testing methodologies. Confident leader and enthusiastic communicator.

**Technical Skills:**

Hardware:

Assembly, Maintenance, Peripherals, Printers, Drivers, Troubleshooting

Software:  
Installation, Debugging, Office Suite & Office 365 (Word, Visio, Excel, SharePoint, Access, OneNote, Teams), WordPress, Cherwell, Zendesk, Powershell

Operating Systems:  
Microsoft Windows 7, 8, and 10; IOS, Android, Linux, Kali, MacOS  
  
Networks:  
Cisco Switch Configuration, Microsoft Teams & Slack Configuration, Servers, Routers, DNS, DHCP, HTTP, TCP/IP

Security:  
Virus Protection, Maintenance, Monitoring, Backup Management, Disaster Recovery,

Programing Languages:  
PHP, Javascript, HTML, Python, Java, SQL (MySQL, (NoSQL), Linux, HTML, CSS

**Languages**

English

**References:**

Upon Request