

## INFORMATION TECHNOLOGY SPECIALIST

### Summary

- Recent graduate seeking opportunity in hardware and software support. Highly poised and dedicated with strong education and training in supporting computer issues.
- Systematic IT professional proficient in network, project and emergency management. Able to install hardware, patch software and configure internal systems. Complex problem-solver with top-notch planning and communication strengths.
- Resourceful team player and fast learner seeking to leverage background into a database administrator role with a progressive organization.

### Skills

- Hardware updates
- Process improvement implementation
- Permissions management
- Software licenses and patches
- Excellent problem solving skills
- Operating systems
- Task estimation
- GUI and tools
- Knowledge of streaming video platforms
- Timeline management
- Operational support
- Windows operating systems

### Experience

Information Technology Specialist , 02/2019 to Current

Company Name – City , State

- Coordinated installation of Microsoft software systems and collaborated with user experience team on design and implementation of new features
- Kept hardware and software systems current with latest patches and current licenses
- Provided on-site technical support after project implementation and recommended product changes and upgrades to product managers
- Trained new employees on support processes, procedures and knowledge base
- Mentored other technical engineers and support professionals to provide professional development and skill enhancement
- Researched, documented and escalated support cases to higher levels of support when unable to resolve issues using available resources

Shift Leader , 11/2016 to Current

Company Name – City , State

- Assigned daily tasks to employees and monitored activity and task completion.
- Diligently restocked work stations and display cases.
- Routinely moved and stocked food products weighing up to 40 pounds.
- Performed all position responsibilities accurately and in a timely manner.
- Strictly followed all cash, security, inventory and labor policies and procedures.
- Maintained clean and safe environment, including in the kitchen, bathrooms, building exterior, parking lot, dumpster and sidewalk.
- Stored food in designated containers and storage areas to prevent spoilage or cross-contamination.
- Reported to all shifts wearing a neat, clean and unwrinkled uniform.
- Handled currency and credit transactions quickly and accurately.
- Followed food safety procedures according to company policies and health and sanitation regulations.

Customer Service Representative , 04/2017 to 09/2017

Company Name – City , State

- Contacted customer to follow up on purchases, suggest new merchandise and inform them about promotions and upcoming events.
- Operated a POS system to itemize and complete an average of 50 customer purchases.
- Routinely answered customer questions regarding merchandise and pricing.

Chef , 06/2016 to 02/2017

Company Name – City , State

Education and Training

GED Fremont Adult & Continuing Education - City , State

Information Technology , 2019

Unitek College - Fremont - City , State

Skills

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Work History

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