

INFORMATION TECHNOLOGY HELP DESK SPECIALIST

Highlights

Microsoft Windows Operating Systems 95, 98, 2000, ME, XP and Windows 7 along with expert knowledge in several other Applications such as Microsoft Active Directory, Microsoft Works, Microsoft Office, and Microsoft Outlook, SAP, CRM, ERP, Oracle, JD Edwards, Remedy, Great Plains, PeopleSoft, SharePoint, Avaya, Blue Pumpkin, Verint, Novell, VDI Platforms and Cognos.

- Business process improvement
- Cost-benefit analysis
- Forecasting and planning
- Advanced Excel modeling
- Business systems analysis
- SAP
- Business requirements matrixes
- Project management
- Superb communication skills
- Advanced problem solving abilities
- Critical thinking
- Decisive

Experience

Information Technology Help Desk Specialist

August 2014 to Current Company Name - City , State

- Diagnose and resolve technical hardware and software issues for incoming phone calls and emails while ensuring detailed documentation on all activity and communication with customers regarding their issue Display the ability to understand and communicate complex and technical information clearly and concisely Demonstrate proficiency in product knowledge and call handling skills Maintain accurate customer records & process changes Display the ability to work in a fast paced environment, providing efficient productivity while simultaneously providing superior quality service Research questions using available information resources and advise user on appropriate action Log all help desk interactions Identify and escalate situations requiring urgent attention Track and route problems and requests and document resolutions Maintain ticketing system and route all tickets to appropriate parties.

Quality Assurance IT Analyst

September 2011 to January 2014 Company Name - City , State

- Display working ability to organize and follow complex and detailed technical procedures Responsible for establishing and implementing quality assurance and compliance processes for the IT organization by defining, documenting, measuring, analyzing, and improving processes Serve as process owner for document/record control, corrective/preventive action, internal auditing and KPI tracking Display consistent project management and team leadership skills Display advanced Microsoft Excel utilization skills to create extensive graphs and charts, pivot tables, v-look ups and extensive complex formula familiarity Train and mentor others in the use of quality tools and statistical methods for problem solving and decision making Extract raw data from varied sources and transform into useful summary charts, graphs, and reports and use data to identify trends to improve performance and produce weekly Power Point presentation for upper management team reflecting group productivity on a daily, weekly, monthly and quarterly breakdown Establishes metrics to

measure deployment of new project or process solutions Document measurement approaches and key findings and variability in results Work with production and development teams to implement new methodologies into reporting solutions Consults with Information Technology and business leaders on the development and implementation of strategic business solutions through research, audit, and analysis of data and/or business process Display ability to successfully work and interact with all levels of management.

Business Operations Analyst /Metrics Analyst /Department Administrative Support/ Supply Chain Assistant

September 2008 to January 2011 Company Name - City , State

- Responsible for providing accurate and detailed reporting to executive management daily monthly and quarterly metrics and reporting as well as any other requests from the team or other organizations.
- Importing and exporting data from SAP and Sharepoint and manipulating and compiling data to create weekly Power Point presentation for executive management team.
- Measurements include shipments, order cycle time, aged orders, inventory, forecasting, etc.
- Display advanced Microsoft Excel utilization skills to create extensive graphs and charts, pivot tables, v-look ups and extensive complex formula familiarity Implement changes and create effective metric management tools and maintain databases such as SAP and Share Point and provide training to team on utilization of new tools Support the department by providing standard daily, monthly and quarterly metrics and reporting as well as any other requests from the team or other organizations.
- Work with other business organizations and vendors to resolve any data or system issues.
- Provide visibility to department metrics by maintaining current information on HP's internal site.
- Produce weekly Power Point presentation for upper management team reflecting group productivity on a daily, weekly, monthly and quarterly breakdown Display the ability to understand and communicate complex and technical information clearly and concisely Assist Buyers in Procurement/Supply Chain duties Updating and ensuring all inventory accurately built, loaded, in stock and up to date in database as required for forecasting and projected orders Assist with creating, confirming and maintaining Purchase Orders and Invoices Responsible for assisting to ensure all daily inventory efforts are met including adjustments, approvals, reservations, transportation and distribution Monitor and resolve any shipping and logistic issues in transporting inventory Act as administrative support to department manager Effectively organize and coordinate department meetings daily Maintain and order department supplies Calendar maintenance for department management Preparing/editing presentations for management and/or compiling data for reports Making travel arrangements as needed for management and prospective clients/vendors.

Customer Service Professional

March 2007 to August 2008 Company Name - City , State

- Answers incoming customer telephone calls in a courteous and professional manner.
- Responds to and investigates customer inquiries, concerns, orders and issues received via phone, fax, email, Shell Source, and EDI in a timely and courteous manner.
- Responsible for entering orders and resolving customer issues for many different products using the SAP/CRM and Remedy tool.
- Researches and resolves customer complaints and/or ordering issues and determines effective method of distribution to satisfy customer needs.
- Assign, escalate, and notify appropriate agents/managers of customer issues to ensure fast and effective support delivery and resolutions using Remedy Maintain relationship with sales team, customers and manufacturing and suppliers.

Education

BBA : Business Administration , 2015 Sam Houston State University - City , State , USA

Skills

Active Directory, administrative support, attention to detail, auditing, Avaya, business process, business solutions, charts, Cognos, hardware, CRM, clients, customer service, databases, database, decision making, delivery, documentation, editing, EDI, email, ERP, executive management, fast, fax, forecasting, graphs, Great Plains, help desk, HP, Information Technology, inventory, JD Edwards, team leadership, meetings, mentor, Microsoft Excel, Microsoft Office, Microsoft Outlook, Power Point, Windows 7, Microsoft Windows, 2000, 98, Microsoft Works,

Novell, Operating Systems, Oracle, PeopleSoft, presentations, problem solving, processes, Procurement, project management, quality, quality assurance, reporting, Research, sales, SAP, Shell, shipping, strategic, Supply Chain, tables, telephone, phone, transportation, travel arrangements