# GAROLD SEARS JR.

1202 E. Princeton Ln.

Deer Park, TX 77536 [searsg@uhd.edu](mailto:searsg@uhd.edu)

# OBJECTIVE

Senior-level Computer Science student at the University of Houston Downtown, seeking full time employment for the position #01011795 User Support Specialist III at UHD.

# EDUCATION

Pursuing a Bachelor of Science in Computer Science

*Expected Graduation May 2016*

University of Houston-Downtown

# Hispanic Engineer National Achievement Awards Conference (HENAAC)

* One of ten applicants selected to attend an all expense paid computer science conference in San Diego, CA 2007 and Houston, TX 2008. The conference is attended by fortune 100 executives and is designed to educate top computer science undergraduate students as to the upcoming technologies that will shape the industry and provide an opportunity to discuss internship and co-op opportunities.

# SKILLS CERTIFICATIONS

* Windows 7, Microsoft Office 2010 and 2013 Silver Certification Sharp Copiers
* Home Networking and TCP/IP configuration Bronze Certification Sharp Copiers
* HTML, Java, C++, Visual Basics Trained in Basic Blackboard Support
* Type 48 words a min 

# PROFESSIONALEXPERIENCE

**University of Houston - Downtown June 2014 - Present**

## *Student Assistant - User Support Specialist*

* Troubleshoot and evaluate technical problems across the University on multiple platforms like tablets, laptops, and desktop PC’s.
* Installed, maintained, and troubleshoot software applications
* Used Norton Ghost for re-imaging University staff/faculty PC’s
* Monitor phones daily with the assistance of password resets for students/faculty/staff and provided a variety of

technical support and solved technical problems for the user’s

* Completed the Basic Blackboard Support training (University’s online course delivery tool), to better resolve

technical issues that occur with faculty/students

* Worked Effectively with eleven other user support specialist to efficiently solve technical problems on both

hardware and software platforms using a wide range of standalone and/or web applications such as Norton Ghost, KACE, Deep Freeze, Active Directory tool, SIV, Footprints, and Bomgar.

* Maintained upgrades on computer equipment including repairs and setting up new computers for user’s throughout the university
* Maintained upgrades on printer equipment including repairs and toner/ink replacement
* Submitted proper documents for all services rendered through university documentation procedures
* Worked with three individuals from the telecomm department pulling, demoing, and terminating new data cables.
* Worked with four individuals from the port security department defaulting and locking down data ports during install of new or loaner computers to user’s
* Maintained inventory control of printer consumables for the supervisor
* Collaborated with User Support Service team members daily in fixing day to day repairs on user’s computers

# Hewlett Packard April 2008 - April 2009

## *Scripter*

* Wrote short C++ code for windows to install programs onto consumer laptops without customer interaction
* Solved technical problems by debugging errors from an installed program or a code that was written
* Ghost images using Norton Ghost from a passing state, that was uploaded to the network for the Ready to Run

department, in which they are sent off to vendors for demos and marketing show cases

# MSC-Services Jan 2003 – Jan 2005

## *Tech Support*

* Solved technical problems on a variety of hardware and software platforms
* Provided direct IT support to 21 clients per week via incoming calls to the customer support center
* Provided maintenance and repairs to client’s computers daily via house calls

# Platinum Copier Solutions May 2011 - November 2011

## *Service Technician II*

* Went to 25 client’s offices daily to fix their printer or fax to working conditions
* Installed software on a local computer or network servers for scanning capabilities
* Maintained the network at the office for internet and folder share on server 2003
* Sharp certified with Bronze and Silver certificates

# The Parking Spot, Hobby Airport April 2004 - March 2010

## *Cashier/Dispatch/Supervisor*

* Worked with hundreds of guest on a daily work routine before and after their travels
* Worked with a crew of 20 people daily, 10-15 shuttle drivers, 3 cashiers, 2 assistant managers
* Employee of the month Nov. 2004, Oct. 2005, June and Aug. 2006
* Calmed frustrated Guests when they are late for a flight or having car problems so they will return
* Went above and beyond job descriptions to return luggage to Guests 15-20 miles away from facility
* Fixed Ski-Data machines (software program and hardware) on a regular basis to ensure the facility is

functional

# Hunt Engine Feb 2012 – Jan2014

## *Work Order Supervisor*

* Maintained up to 200 work orders daily and entered them into a database as they were turned in
* Counted inventory of about 200 different raw materials in the warehouse on a daily basis to coincide with xTuple
* Tracked all materials through a software called xTuple
* Handled all paperwork involved with each material build up list
* Built electric motors for oil rig pumps by adding ground bars, electrical stainless steel boxes and wiring the motor to a electrical din rail via a wiring diagram
* Worked with 55 guys from the production department to get out products to the shipping department a week before the shipping deadline
* Worked with 6 guys from the shipping department to get out products before the deadline of shipping date