



# Morgan CLAY

## ***Professional Summary***

I am currently a college student with network administration, security management, e-mail systems, and applications support knowledge. My degree plan is AAS Computer Technology Information Systems.

I have been CompTIA certified since August 2018, but have not yet worked outside of my immediate and extended network of family and friends.

I am seeking an entry level position in sales or computer management.

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Morgan's Point Resort, TX 76513

## ***Skills***

Help desk support  
Desktop and laptop installations  
Email account set up  
Customer Service  
Driver's License  
Social Media  
Virus and malware prevention  
Hardware and software installation  
Staff education and training  
Customer Checkout  
Listening

## ***Work History***

### **FAMILY - Computer Technician**

Morgan's Point Resort, TX

06/2018 - Current

- Linked computers to network and peripheral equipment, including printers and scanners.
- Answered calls and emails at company's help desk, assisting employees and customers with troubleshooting computer issues.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Analyzed hardware and software issues to identify troubleshooting methods needed for quick remediation.

### **Curtis Hall - Handy Man Assistant**

Bartlett And Morgan's Point Resort, TX

06/2016 - Current

- Tossed all outdoor debris, including yard clippings into receptacles to properly maintain grounds.
- Loaded, unloaded and moved material to and from storage and production areas.
- Worked frequently with computer systems to complete knowledgeable inspections and skilled repairs.
- Assessed operating conditions and adjusted settings to maximize performance and equipment longevity.
- Performed minor wall repair to maintain walls, including installing

## ***Education***

06/2018

**Belton New Tech High School**

Belton, TX

**High School Diploma**

## ***Certifications***

- CompTIA A+ and Network +  
Certifications

drywall and repairing and applying wallpaper.

- Removed trash and cleaned floors, walkways, and other areas to keep buildings neat and organized for personnel and visitors.
- Performed lock smithing tasks by installing new locks, door handles, and door closers with screwdrivers and drills.
- Removed trash and recyclables at end of each shift and disposed of items in proper receptacles.