

Rowena Altenwerth

**12817 Bartoletti Rue
Los Angeles
CA**

**Phone
+1 (555) 154 2681**

EXPERIENCE

Chicago, IL

SENIOR DESKTOP SUPPORT SPECIALIST

12/2013 – present

- Troubleshoot issues as 1st & 2nd level support for desktop and enterprise applications, local/networking printing, e-mail, connectivity, remote access, and hardware issues
- Troubleshoot and replace laptop and PC hardware such as DVD-Rom, hard drive, floppy drive, motherboard, power supply, computer fan, NIC, monitors, LCD screens, and warranty repairs
- Participate in IT Support queue which will result in assigning and prioritizing open issues
- Manage customer issues and requests by creating, tracking and documenting technical solutions
- Build\deploy new workstations (desktop & laptop PC's)
- Install\upgrade hardware\software on Windows workstations
- Maintaining, troubleshooting, and repairing desktop computers, laptop/notebook computers, printers, peripheral hardware and software

Houston, TX

IT DESKTOP SUPPORT SPECIALIST

12/2006 – 07/2013

- Work in cooperation with other IT Services groups, follow processes and use provided tools to provide optimal support for employees
- Provide recommendations to improve the support processes or the delivery of customer service
- Provide & reinforce customer service expectations when assisting the customer in technical and operational issues
- Manage the assigned ticket queue
- Follow standards for supported application and workflows
- Maintain inventory of assets, as directed by management
- Other project assignments as directed by the field project management team

San Francisco, CA

DESKTOP SUPPORT SPECIALIST

01/2000 – 06/2006

- May provide assistance with entry level network tasks such as network server backup rotation, network account maintenance, and activation of data jacks
- Assist network support team with all releases following completion of enterprise project work
- Monitor and test PC/Mac performance and provide PC/Mac performance statistics and reports
- Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, networked peripheral devices, and networking hardware products
- Work with Network Administrator to troubleshoot network issues
- Provide good business management, develops and promotes relationships with both client and other system engineers
- Performs continual preventative maintenance, including checking and cleaning of workstations, printers, and peripherals

EDUCATION

Bachelor's Degree in Computer Science

UNIVERSITY OF MEMPHIS

SKILLS

- Highly motivated and able to work independently or as a member of a team
- Proficient with Microsoft Word and other applications in the Microsoft Office suite
- Solid organizational skills, detail oriented, and ability to work in multi-task working conditions with minimal supervision
- Detail oriented, highly organized, and able to handle a variety of tasks in an efficient manner
- Good communication skills, able to communicate in a professional and friendly manner with co-workers and customers
- Possess a strong technology background with the ability to execute a task or project to completion
- Self-starter, energetic, good people/communication skills and ability to prioritize workload
- Detailed-oriented and be able to handle a variety of tasks in an efficient manner
- Strong working knowledge of Windows 7, and MS Office 365
- Self-starter, energetic, strong organizational skills and ability to prioritize workload
- Able to communicate in a professional and friendly manner with co-workers and customers