Alexander Morgan

Sepiormon@gmail.com · **575-386-7531** · **linkedin.com/in/sepiormon/**

Summary of Qualifications

During My contract with the US Marines trained for installing hardware and equipment, working with industry software, troubleshooting computer systems, diagnosing and repairing electrical communication systems, and working with customers to ensure equipment is set up to meet operational and performance requirements. I am very adaptable to new environments and responsibilities and always make sure customers are satisfied with the help or services I provide them.

Professional Experience

Help Desk IT Technician   08/2019-08/2024
3rd AABN, Camp Pendelton, CA

- Assisted customers with fast, effective help on issues ranging from network connectivity, Microsoft Outlook, printer problems and software issues.
- Reimaged laptops to update OS to new Enterprise images.
- Created CAT5 ethernet cables for customers on demand.
- Set up workstations for customers with all requested peripherals required for their work.
- Created and Updated groups on Active Directory.
- Created and monitored requests for Active Directory accounts
- Maintained a catalogue of all 340 computers and their physical locations
- Ordered supplies such as paper and ink for printer upkeep
- Debugged a PowerShell script that automated updating groups in Active Directory.
- Created and Tracked tickets with the Remedy system.

Education

- Associates of Science
- BS for Computer Science in progress

Training

- Basic Electronics Course
- Ground Radio Repair Course
- Security Plus (Military)

Skills

- Troubleshooting
- Electronics
- Management
- Microsoft Word and Excel
- RF Technology
- IT Support
- Ticketing Systems
- Customer Support
- OS Images
- Adobe Acrobat