

SHUELONG MOUA

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PROFESSIONAL SUMMARY

Proactive help desk professional providing technical support in a fortune 500 company, assisting over 100,000 employees worldwide. Task with responsibilities to; troubleshoot, resolve, and document user help requests for desktop, laptop, mobile, network, and peripheral issues.

SKILLS

- Proficient Microsoft Excel and Word
- Verse in the basics of Command Prompt and PowerShell
- Experience using Salesforce and BMC Remedy
- Experience with installing Windows OS and Virtual Machines
- Bilingual (Hmong, English)
- Active Listener
- Interpersonal Skills
- Desire to learn
- Able to safely measure AC voltages
- Communication
- Problem-solving
- ITIL 4

EDUCATION

IT Certification : Information Technology Certification
Summit Academy OIC

WORK HISTORY

SERVICE DESK TECHNICIAN 10/2019 to Current
Abbott, Minnetonka, MN

- Troubleshoot IT related issues (hardware, software, network, peripherals, VPN)
- Install software for users (Microsoft O365, Adobe)
- Use Remedy call tracking systems to log, track and manage incidents and service requests.

LOAN DOCUMENT SPECIALIST 03/2019 to 10/2019
Wells Fargo Home Mortgage, Minneapolis, MN

- Requested vendor products through prescriptive processes and leveraging various online systems.
- Followed up with vendors on outstanding orders and/or questions related to information received.
- Provided clear internal communications via standard loan notes to ensure all roles involved in the loan transaction are kept informed of the status of vendor products.

SENIOR GUEST SERVICE SPECIALIST 10/2018 to 01/2019
Target Corp, Brooklyn Park, MN

- Worked in a multi-media environment (e-mails, phone calls, chat, and letters) to assist guest concerns and issues.
- Interacted with other teams across Target to effectively resolve guest issues in a timely

- manner.
- Identified, evaluated, and communicated guest trends to leadership in a prompt manner.

CALL CENTER REPRESENTATIVE 06/2018 to 10/2018

Bosch, Burnsville, MN

- Identified customers needs, clarified information, research every issue and provide solutions and/or alternatives.
- Kept records of all conversations in our call center database in a comprehensible way.
- Built sustainable relationships and engage customers by taking the extra mile.
- Assisted customers in navigating the company website and placing orders online and troubleshooting technical issues.

SERVER 06/2014 to 02/2018

Sawatdee, Eden Prairie, MN

- Trained new employees on the entire workflow process
- Advertised, marketed, and recommended menu items to ensure customer satisfaction
- Assisted manager in daily operations, dealing with customer complaints creating alternative solutions and problem-solving as needed.

SECURITY OFFICER 03/2017 to 10/2017

G4S Secure Solutions, Minneapolis, MN

- Protected the company assets relative to theft, assault, fire and other safety concerns.
- Immediately respond to emergencies to provide necessary assistance to employees.
- Performed deep searches and pat-downs to look for unauthorized materials and items such as weapons.

COMPUTER/DETECTION SYSTEM REPAIR 07/2011 to 07/2017

Army National Guard, Brainerd, MN

- Tested equipment to determine operational condition and troubleshoot to determine faults.
- Performed preventive maintenance checks on equipment.
- Used test, measurement, and diagnostic equipment, test program sets and interactive electronic technical manuals to troubleshoot and repair equipment.

CERTIFICATIONS

- AED Certified
- First Aid Certified