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| GP Objective To join a company that fosters growth and learning where I can make daily positive contributions. Skills Help Desk Specialist with 4 years of hands-on experience delivering technical support, managing IT operations, and supporting users with a variety of technical issues. Skilled in aligning end-user needs with long-term resolutions to complex IT challenges.  Key Skills:   * Window administration * MS 365 * Remedy/Force * Lifetrax Administration   Coding Skills:   * JavaScript, HTML, CSS, JQuery, Bootstrap, Node.js, MySQL, MongoDB, Express.js, React.js | |  | | --- | | Griffin PelletierEmail: umbral.lights@live.com Cell: 289.200.4319 |  ExperienceIT Service Desk • Ivari Insurance • May 2019 – Feb 2023  * Conduct troubleshooting to resolve IT-related and application issues for corporate users (internal/remote) * Consistently meet call handling goals by closing an average of 30 calls per day with an 80% first call resolution ratio * Provide clients with information on available upgrades and troubleshoot computer-related problems * Diagnosed and resolved a range of software, hardware, and connectivity issues while delivering technical training on hardware/software to end-users * Identified, defined and accurately documented all detected/reported problems and discrepancies using Remedy/Force * Administer all aspects of active directory group policy such as creating and managing end-user accounts using active directory * Managed schedule for company-wide employee laptop OS upgrade from Windows 7 to 10  Self Employed (part-time) • uber •Nov 2016 – May 2019Warehouse Staff • various – Apr 2012 – Jul 2016cable technician • catech systems – dec 2011 – feb 2016 **UofT Fullstack Bootcamp**   * **Built a website using basic HTML, CSS, and JavaScript** * **Built a back-end command-line app using MySql, Express, Heroku, and NodeJS**  EducationUofT SCS Coding Bootcamp – April 2023 – July 2023 (12 weeks)school of jouralism • Sep 2013 – Apr 2015 • durham Collegedunbarton highschool • Sep 2006 – jun 2010 |