

John Pitzeruse Jr
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Career Summary

Professional growth and development in software and hardware technical support. Outstanding analytical, problem solving, and troubleshooting ability. Excellent communication (oral and written) customer service and interpersonal skills.

Expertise

- Desktop PC Troubleshooting
- PC Repair
- CompTIA A+ Certification
- Windows 10 Operating System
- ServiceNow End User
- HTML 5/CSS

Professional Experience

Lowe's Corporate (CRG Workforce) – Mooresville, North Carolina

IT Support Technician (Configuration Support Project Contract)

November 2018 – Present

- Working in a team to configure over 90,000 TC51 smart devices (scanner/smartphone combination) for stores across the U.S. and Canada
- Troubleshooting of TC 51 smart devices
- Auditing (quality control) TC51 smart device configuration
- Working with ServiceNow to close work order tasks and tickets
- Diagnosing and repairing desktops
- Updating inventory database according to state of equipment received for replacement

NGK Ceramics – Mooresville, North Carolina

Production Line Operator/Technical Support Specialist

August 2015 – November 2018

- Responsible for loading and unloading parts on to kiln car
- Forklift operator – getting products for production line
- Working in a fast paced environment to meet deadlines
- Imaging software
- Performing punch downs (cabling)
- Replacing peripherals and replacing desktop computers

Alfred State College – Alfred, New York

Web Developer Intern

January 2014 – May 2014

- Responsible for updating and maintaining residential assistant community website using HTML, CSS, MySQL, and JQuery
- Troubleshooting and debugging software issues
- Software documentation

Education

Alfred State College – Alfred, NY 14802

Bachelor of Technology

- Major: Information Technology: Applications and Software Development
- Dean's List: Spring 2013