

# Thomas Putman

## **IT Service Desk Analyst**

Princeton, TX 75407

[Julianp2021@gmail.com](mailto:Julianp2021@gmail.com)

+1 469 883 0224

High-performing IT Service Desk Analyst skilled in understanding, identifying and resolving technical issues. Consistently exceeds performance and quality targets and delights customers with exceptional service skills. Trained in remote troubleshooting and technical support. Quickly learned the system of current job earning employee of the month for January. Reliable candidate ready to take on challenges using problem-solving and task prioritization skills to help team succeed.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **IT Service Desk Analyst**

TEKsystems - Princeton, TX

October 2022 to Present

- Recorded customer issues on ServiceNow to streamline process and fastrack resolutions.
- Guided calls using excellent communication skills
- Resolved most calls with first contact and escalated remaining calls to the appropriate teams.
- Identified and resolved issues using software and hardware.
- Guided users with troubleshooting using diagnostic tools.
- Diagnosed and resolved technical hardware and software issues.
- Accommodated wide-ranging customer experience levels by adjusting technical support strategies.
- Guided users through step-by-step solutions following pre-determined scripts and technical troubleshooting procedures.

### **Wal-Mart Supercenter Team Lead**

Walmart - Princeton, TX

May 2019 to October 2022

- Elevated team performance with expert training and mentoring of new associates.
- Kept team on-task and promoted collaboration by smoothly handling both internal and external complaints.
- Organized schedules and daily assignments for team, leveraging individual knowledge and strengths to maximize team success.
- Monitored team operations and workflow during busy periods, making adjustments to improve pace.
- Carried out supervisory activities as outlined in organizational policies.
- Loaded, unloaded, moved and transferred merchandise throughout store.
- Supported teams to achieve department goals and objectives.

## Education

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### **Associate's degree in Information Technology**

Collin County Community College - McKinney, TX

January 2021 to Present

### **High school diploma**

Princeton High School - Princeton, TX

## Skills

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- Software troubleshooting
- Technical support
- Active Directory
- Microsoft Exchange
- ServiceNow
- Computer hardware
- Customer support
- Microsoft Outlook
- Webex
- IT support
- Help desk

## Certifications and Licenses

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### **Microsoft Word**

Present

Microsoft word 2016 Certification

### **Microsoft Excel**

Microsoft excel certification

## Assessments

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### **Technical support: Customer situations — Proficient**

September 2022

Responding to technical support situations with sensitivity

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.