**Tiffany L. Clark**

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**Help Desk Technician / IT Support Specialist**

* Solution-focused designer and IT professional skilled in providing excellent customer service and end-user help desk support.
* Able to easily identify and resolve technical issues and concerns utilizing training and skills providing computer help desk support such as troubleshooting, installation and maintenance.
* Recognized as an expert on new technology and ability to make smart decisions, communicate outcomes, and develop strong relationships.

**CORE COMPETENCIES**

Design – Functionality – Communication – Technical Support – Team Oriented

Problem Solver – Information Technology – Project Timelines/Management – Customer Service

**TECHNICAL SKILLS**

* Microsoft SCCM
* Hyper-V
* Remedy/ServiceNow
* VOIP
* Office 365/Windows 7,8,10
* Active Directory
* Hardware Troubleshooting
* Solarwinds/Meraki/Nectar
* LAN/WAN

**INDUSTRY EXPERIENCE**

**Agilant Solutions,** Chicago, ILJanuary 2020 – October 2020

Technical Support Analyst

* Troubleshoot all technical issues including internet connectivity issues, viruses and data transfers.
* Create and resolve tickets for customers and stores utilizing Easeedesk Ticketing System.
* Document and summarize interactions and troubleshooting steps to ensure accurate tracking and reporting.
* Provide excellent customer service through active listening, showing empathy and attention to details.

**Collegis Education,** Chicago, ILDecember 2019 – January 2020

Help Desk Technician

* Troubleshoot all technical issues including account password resets; created and resolved all tickets.
* Provided technical support for Rasmussen College, Cabrini University, and other schools.
* Troubleshoot WebEx issues as well as Faulty and Student Courses.

**JT Global Enterprises,** Chicago, ILJanuary 2019 – November 2019

Customer Service Advisor

* Troubleshoot all technical issues including login phone issues & voicemail password resets.
* Created and resolved tickets from customers using Connectwise and ServiceNow.
* Provided technical support for Kraft-Heinz, Kimberly Clark, Smythson, Wyevale Gardens, Monsoon along with 80 other companies.
* Utilized Solarwinds and Meraki to monitor and troubleshoot the company’s network.
* Performed password resets for voicemail and phones using Avaya Messaging System.

**AXA Assistance USA,** Chicago, ILAugust 2018 – January 2019

Desktop Support Intern

* Troubleshoot all technical issues including active directory & password resets.
* Resolved hardware issues, software issues, hardware refreshes and upgrades, O/S issues.
* Troubleshoot network connectivity, wireless devices (laptops/tablets), and network printers.
* Created and resolved tickets from customers using Connectwise and ServiceNow.
* Documented on all tickets, maintain, upgrade or replace hardware and software systems.

**Zones, Inc. (Contract),** Carol Stream, IL May 2018 - May 2018

Technical Support Representative

* Upgraded and installed software and applications for customers; completed all work orders in a timely manner.
* Re-imaged desktop and laptops to Windows 10 utilizing SCCM.
* Configured company’s network through vendor’s website.

**Insight Enterprises**, Hannover Park, IL June 2017 - July 2017

PC Configuration Technician

* Configured PC’s for shipment to external customers; installed memory and hard drives.
* Reset and re-imaged laptops with Windows 7; performed hardware upgrades and software installations.

**Walgreens**, Chicago, IL July 2016-May 2017

Service Desk Coordinator

* Analyzed and identified technical hardware, software, procedural and communication problems.
* Performed programming scripts to troubleshoot hardware and software issues.
* Navigated through a solution database and followed through on prescribed procedures to provide the best possibly answer for problems.
* Documented and summarized interactions and troubleshooting steps for tracking and reporting purposes.

**Future Media Concepts**, Chicago, IL April 2016

Graphic Design Intern

* Created Digital Marketing Flyers for upcoming classes for social media sites.
* Performed administrative duties as assigned such as answered phones, created sign-in sheets, designed certificates and developed completion letters.

**FREELANCE EXPERIENCE**

**Violet Coffee Shop**, San Francisco, CA September 2012

**Goal:** Created logo for local coffee shop that was attractive, appealing, and inviting to customers.

**Approach:** Spoke with client to determine unique attributes of service and product to determine the right direction. Selected specific typography, color, and layout to create desired logo and completed the build in Photoshop.

**Outcome:** The logo was created successfully and met all needed goals.

**Mobile Calendar**, San Francisco, CA August 2012

**Goal:** Created a functional and stylish calendar that would help with daily planning and needs of the user.

**Approach:** Selected specific color scheme, style and typography and built asset with Photoshop.

**Outcome:** Calendar was created successfully and met all needed goals.

**ADDITIONAL EXPERIENCE**

**Unloader •** Schneider, Elwood, IL • August 2017 – March 2018

**Security Officer •** Securitas, Chicago, IL • September 2014 – July 2016

**EDUCATIONAL BACKGROUND & MEMBERSHIPS**

**A+ Certification—**“In progress”

MicroTrain, Chicago, IL

**Bachelor of Science in Multimedia Design & Development—**October 2012

DeVry University**,** Chicago, IL

**AIGA (American Institute of Graphic Arts),** Member**—**April 2016 – Present