

# Kenneth Livermore

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## Experience

### SAIC | Anniston, AL

*Present*

*Tier II Desktop Support*

*February 2020*

*Supports training efforts at the Nobel Training Facility of FEMA in Anniston. This includes repairing printers, imaging new deployment desktops, responding to work orders through Microsoft SMC, and assisting the networking team in preparing LAN runs.*

### Matrix Resources | Lincoln, AL

*February 2020*

*Helpdesk*

*March 2019*

*Supported end users with deployed laptops, desktops, and virtual machines. Was responsible for imaging computers, enforcing security policies, creating and updating tickets of work done, and ensuring compliance of all devices on the network per the global compliance policy.*

### Geek Squad / Best Buy | Oxford, AL

*March 2019*

*Consultation Representative*

*Oct 2017*

*Using people skills and work experience in the field, I diagnosed consumer grade personal computers in a timely fashion and utilized reporting applications to record detailed summaries of incidents and its respective course of action in order to resolve the issues.*

## Skills and Qualifications

In-depth knowledge of Microsoft Office Suites 2013, 2016, 2019, and 365.

*Suites include: Word, Powerpoint, Excel, Outlook, and Skype for Business*

### Proficient Communication Skills

*Communicates with associates in a friendly and understanding way while taking detailed and accurate notes for others to refer to.*

Experienced with operating systems: Windows 7, 8, 8.1, and 10; MacOS Sierra to Catalina; as well as Ubuntu Linux Server.

## Projects

### Windows 7 Upgrade Project

*January 2020*

*Honda Manufacturing of Alabama*

*March 2019*

*Assisted in accelerating the upgrade process of near end-of-support Windows 7 computer prior to January 14<sup>th</sup>, 2020.*