

# Stephen Morrison

Atlanta, GA

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## SUMMARY OF QUALIFICATIONS

Customer focused IT professional providing service in technology and network support. Aim to provide first call resolution with customers or escalation to tier 2 when necessary. Strives to build a rapport with customers and ensure the experience leaves a positive reflection on the organization. Exceptional analytical and critical thinking skills. Adept at solving complex technical problems. Responds quickly to assist customers' needs. Keeps abreast of new information related to profession.

## EDUCATION AND HONORS

Kennesaw State University – Kennesaw, GA

**Bachelor of Science in Information Technology**, December, 2020

Georgia Piedmont Technical College – Clarkston, GA

**Computer Programming Specialist Diploma**, 2016

- National Society of Leadership and Success
- Student Government Association
- VP of Communications

## TECHNOLOGY USED

**Software:** MS Office Word, Excel, PowerPoint, Outlook Oracle, Command interpreters, Remote control software, Eclipse IDE, Microsoft PowerShell, Adobe Systems Adobe Acrobat, Desktop partitioning software, Symantec Norton Utilities, Active directory software, Domain name system (DNS), McAfee

**Languages:** Java, JavaScript, C++, Python

**Operating system software:** Linux, Microsoft Windows 7, 8, 10, Bash, Ubuntu

## SKILLS

### Computer Networking Skills

- Install new hardware or software systems or components, ensuring integration with existing network systems
- Set up, configure, support and maintain VoIP phones for employees.
- Train users in procedures related to network applications software or related systems.
- Identify the causes of networking problems, using diagnostic testing software and equipment.
- Set up and install equipment such as microphones, sound speakers, video screens, projectors, video monitors, recording equipment, connecting wires and cables, sound and mixing boards for events and functions such as meetings, presentations, and conferences.
- Monitor industry websites or publications for information about patches, releases, viruses, or potential problem identification.

## PROFESSIONAL EXPERIENCE

**Georgia Piedmont Technical College** – Clarkston, GA

Computer Technician

07/2016 - Present

- Oversee the daily performance of computer systems for support users.
- Respond to tickets and assist employees with computer related software and hardware concerns.
- Answer user inquiries regarding computer software or hardware operation to resolve problems at first call.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Install and perform minor repairs to hardware (computers, laptops, smartphones, and tablets), software, or peripheral equipment, following design or installation specifications.
- Scan computers to remove harmful programs.
- Troubleshoot and resolve hardware/software issues for users.
- Maintain A/V equipment.
- Manage various task throughout the day.
- Maintain inventory of new and old hardware.