

Stephen Morrison

Atlanta, GA

(404) 933 - 8404 ~ sim@simstems.com

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 Programming Skills

- Write, analyze, review, and rewrite programs using workflow charts and diagrams, and applying knowledge of computer capabilities, subject matter, and symbolic logic
- Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements.
- Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes
- Collaborate with other users to develop new programming methods
- Create personal websites

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