IT Help Desk Support IT Help Desk Support IT Help Desk Support - HCL America Holly Springs, NC

Work Experience IT Help Desk Support HCL America April 2019 to Present   Provide first-level phone contact and problem resolution for Caterpillar users.   Create an incident ticket for variety problems and escalates the issue to high level as appropriate. University of North Carolina-Chapel Hill Associate Public Policy Department July 2015 to 2018   Heavily use InfoPorte, and Remedy   Handle the department software/hardware request   Use SAS application for reporting (to chair)   Access Database, share File, Share Drive and download/move files and more   Entrepreneur, Software Developer Entrepreneur, Freelancer Front and back End web Developer July 2015 to 2018 07/ 2015 - 2018   Interactive web development for small business in Raleigh   Online business -Web design   Database design (Oracle)   Front and back End web Developer Owner Alpha-IT-Solutions - Raleigh, NC July 2012 to July 2015   Offered support for over 1000 users. Helped with migration from PC to Mac   environment.   Virus removal, Internet security setup and build custom computers   Web site updating and editing using several languages such as XML, HTML5, CSS, JavaScript, and React. Help Desk Technician Grace Tech Computer - Cary, NC July 2011 to July 2012   Assured software and hardware were installed and operated at peak efficiency.   Hardware and software repair installation upgrade and troubleshooting (A+)   Wired and wireless network support and security cameras installation and configuration. Help/Support desk and Travel agent American Airlines February 2008 to July 2011   Assist passengers on online reservation   Assign seat, process payment, reserve and cancel flight reservation   Phone support Web Developer Shell Company - Addis Ababa, ET February 2006 to February 2008   Redesigning Shell's Company's web site that resulted in increased online sales by 15%   and improved navigation. Responsible for implementation of programs and build databases   Help in implementation creation and management of multiple applications for back end and web site. Education Certification Wake Technical Community College - Raleigh, NC 2019 Bachelor of Art in Art University of North Carolina at Chapel Hill - Chapel Hill, NC Bachelor of Science in Computer and Information Technology in Computer and Information Technology Addis Ababa University - Addis Ababa, ET Skills MAC, Active Directory, Service Desk, Help Desk, Desktop Support Certifications/Licenses A valid IT

Specialist certification Assessments Basic Computer Skills: PC   Expert August 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/6begk8hpkl4mbzzh Technical Support Highly Proficient August 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/hkrtylmvtqyjzavv Customer Focus & Orientation   Proficient August 2019 Responding to customer situations with sensitivity. Full results: https://share.indeedassessments.com/share_assignment/qdqj9a7pgscd3foh   Proficiency with Microsoft Office: Mail & Calendar (Mac)   Proficient August 2019 Measures a candidate s proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/1mpifvh0kumrxpx3 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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