

Technical Support Analyst, LexisNexis Technical Support Analyst, LexisNexis Technical Support Analyst, LexisNexis - First Advantage Dacula, GA To obtain a position that will utilize my skills, talents and qualifications while also allowing me an opportunity to grow and advance. Work Experience Technical Support Analyst, LexisNexis First Advantage - Sandy Springs, GA January 2011 to Present Check public records for sensitive data using web based applications Service internal and external customers in a call center environment Reset passwords on a variety of propriety Internet platforms Educate customers on how to use website applications and interpret reports IT Helpdesk Engineer Cypress Communications - Atlanta, GA July 2007 to January 2011 Added, removed, and modified user's accounts in active directory in an exchange server 2007 environment Repaired and resolved IBM and Dell computers for users in a Windows XP and Windows 7 operating system environment Assisted users in the activation and setup of their handheld blackberry devices Assisted field technicians by logging into IBS and troubleshooting call collector devices that are not working properly and reprogramming them remotely Responded to over 300 end user's computer inquiries and requests using a web ticketing software application called spiceworks Network / Systems Administrator Seagull Software - Atlanta, GA July 2002 to May 2007 Installed and troubleshooted a variety of software programs such as MS Office 2000, Office XP, Office and 2003, Pivotal, Visio 98, 2000, and 2003, Photoshop and many other programs for users Repaired IBM and Dell computers for over 80 end users by replacing hard drives, installing RAM, removing spyware and viruses, replacing cd-rom drives and resolving other hardware issues with minimum down time Assisted remote users by phone to resolve computer problems using either terminal services or pcAnywhere. The user's computer problems ranged anywhere from a virus on their pc, a damaged hard drive or assisting them with connecting to the company's VPN Maintained and controlled inventory of all computer equipment, printers, copiers, scanners and other peripheral devices Patched user's computers to protect them from possible future security threats in a Windows 2000 and Windows XP operating system environment Security Officer Supervisor, Arko Executive Services Atlanta, GA March 1999 to July 2002 Supervised 6 employees Controlled CCTV multiplexer camera system Monitored and controlled fire alarm system activities

to ensure it was working properly     Developed excellent communication skills by assisting clients with security issues Education Master of Arts in Apologetics in Apologetics Luther Rice Seminary & University - Lithonia, GA May 2012 Bachelor of Science in Computer Information Systems Degree in Computer Information Systems DeVry University - Atlanta, GA June 2002 Diploma in Computer Office Technology in MINISTRY HISTORY ECPI Computer Institute - Raleigh, NC July 1994

Name: Misty Miller

Email: mckinneylaura@example.com

Phone: 713-566-1119x168