

Technical Support/Sales Technical Support/Sales Olathe, KS Client and small business focused service, information technology professional with over 5 years of diverse experience. Offering my knowledge in systems administration in Microsoft Windows, Apple OS, and Linux UBUNTU. Work Experience Technical Support/Sales Batteries Plus Bulbs - Olathe, KS February 2018 to May 2019 Troubleshoot/ fix customers computers, phones, and tablets Assist customers Systems Administrator Serene Care - Olathe, KS July 2012 to February 2018 Troubleshoot client and company phones ? Install operating systems to new company computers ? Install and maintain operating systems, computer software, phones, routers and printers ? Perform data backups and recovery ? Interact with users daily providing support on computer and application issues Sales Representative ? Responsible for coordinating events including, booking, planning, hiring bartenders, booking caterers and making sure events run smoothly Customer Service Serene Care June 2009 to July 2012 Supervise personal care attendant staff ? Assist in preparing person centered support plans, risk assessments and behavior support plans ? Hold team meetings/trainings to communicate with support team on client needs and updates Education Associate of Science Johnson County Community College Diploma Olathe North High School Skills Tech Support, Help Desk

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