

IT Coordinator IT Coordinator IT Coordinator - Starboard Group Tamarac, FL Seeking position that will utilize exceptional training, certifications, solid work ethic and experience as a Network Support Specialist. Work Experience IT Coordinator Starboard Group June 2016 to Present Handle escalated Help Desk call and inquiries in designated region upon unsatisfactory results at first level

Managed competing demands between network management, desktop support, and system administration of core administrative staff. Installed, repaired, upgraded and maintained PCs, printers, servers, switches, firewalls and patch panels Systems Administrator The Computer Guyz July 2015 to April 2016 Provide network administration support, including installing and upgrading software, implementing file backups, and configuring systems and applications. Monitoring system environment, including performing system health checks, resolving or escalating errors appropriately. Perform preventative maintenance, including patching system servers, updating passwords. Troubleshoot network related issues Field incoming help desk requests from end users via both telephone and e-mail in a courteous manner. Technical Support Representative 8x8 Inc October 2014 to November 2015 Resolve technical issues associated with 8x8's hosted communications products via phone and e-mail within all levels of escalations Meet or exceed customer satisfaction and productivity metrics Knowledge and troubleshooting proficiency of Unified Communications, VOIP, and SIP technologies Responsible for troubleshooting installation, configuration, quality of service, billing, and how-to application issues. Education Associates of Science in Technology Broward College September 2016 to May 2019 Skills ACTIVE DIRECTORY, CISCO, DNS, TCP/IP, VLAN Assessments Technical Support Expert July 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/gnjpveqtnfe0pren

Basic Computer Skills: PC Familiar July 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/dvz0ojsuen0pnwdd Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Rebecca Hernandez

Email: cheryl32@example.net

Phone: +1-974-415-9846x6691