

Easy tech Easy tech Easy tech Levittown, PA Obtaining a position with a company so that I may use my skills to help it flourish. Work Experience Easy tech Staples - Newtown, PA November 2010 to July 2011 July 2012- June 2013 Responsible for One on one computer analysis with the customer Responsible for completing computer repairs in a timely manner Responsible for handling unexpected complications and communicating them to the customer Completed various types of computer installation and repair onsite Handled customer service complaints and returns Responsible to meet sales goals Closed and opened tech center; Took inventory of computers in tech center and established priorities for next shift Cashier and customer service representative Independent I.T. Contractor Harte-Hanks - Yardley, PA June 2009 to June 2009 Contractor for a Desktop roll out and inventory I.T. Technical Help Desk\Desk Top support\ Security Server Analyst NCB Management Services - Trevese, PA March 2007 to May 2009 Responsible for conducting RMA's with Dell on NCBs behalf Helped users resolve problems by remote tool and over the phone Configuring new Windows based pc's to be put on a LAN for bill collections for home and remote sites. Responsible creating and deleting active directory accounts Responsible for trouble shooting Microsoft office, Microsoft Outlook (outlook express), Windows Xp and server 2003 for over 350 users. Responsible for information security on a busy bill collections floor Responsible for asset reconciliation for the entire company's computer inventory Responsible for Password resets in Accurint and Active Directory and Exchange Responsible for entering DNS entries, trouble shooting group policy and entering new active directory accounts. Special Equipment and Software Experience Microsoft Exchange PGP Microsoft Great plains Knoppix ghost Education A+ Certificate in Computer hardware/ software and networking Pennco tech - Bristol, PA 2005 to 2006 Diploma in Engineering/ Systems engineering Bucks County Community College Technical program 2006 Skills Networking: Dhcp, dns, RIP and spanning tree protocols also Subnetting. Operating system troubleshooting in windows and limited linux Additional Information Skills Knowledge of various computer tracking and ticket tracking software Can support, maintain and install Windows 95 through Windows 8 extensive training as a network support technician Task managing as well as Cashier and sales

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