

Technical Support Analyst Technical Support Analyst Technical Support Analyst Antioch, TN Work Experience Technical Support Analyst Dell Technologies - Nashville, TN March 2019 to Present Responding to customers technical problems/issues related to hardware, software and networking via e-mail and phone remotely. Advises/educates customers within procedural guidelines to ensure a complete solution to their technical or service questions. Documenting all problems, diagnostics, interactions, next steps, and solutions implementation in a ticketing tool(Service-Now) Assisting colleagues/co-workers with providing them with solutions to customers technical issues. Backlog queue finding solutions to tickets opened by customers either via phone, email, chat. IT Help Desk Analyst NTT DATA Services - Nashville, TN February 2018 to March 2019 Supporting Honeywell Employee's with internal technical issues remotely Active Directory Password Resets Unlock/Enable Network Accounts Install/Uninstall's of software/applications Network Troubleshooting VPN Troubleshooting Microsoft Exchange Microsoft Office Outlook Email Encryption Software Troubleshooting SAP Account Unlock & Password Resets VMware setups Servers Printer Setup remotely PC Technician FedEx Supply Chain - Nashville, TN June 2017 to September 2017 Add and Remove Hardware Install and Uninstall Software Servers, Desktops, Laptops Image & Re image PC's & Tablets & Servers BIOS Settings for PC's & Servers Security Guard Allied Universal Security November 2016 to May 2017 Guard and report details of daily activities of location and post Security Guard Universal Protection Services February 2015 to November 2016 Guard and protect assigned areas Report daily activities Education Bachelor's in Computer Science University of Tennessee at Chattanooga - Chattanooga, TN December 2017 Skills Microsoft Office, Desktop Support, Active Directory, Vmware, Service-Now Ticketing Tool, AV Troubleshooting, Remote Desktop & Laptop Assistance, Network Drives, Network Troubleshooting, VPN, Cisco Any-connect, Microsoft Exchange, HTML, Java, PHP, SQL, Linux, Customer Service Skills, Hardware/Software Troubleshooting, Printers, Software/Hardware Install/Uninstall

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