

IT Project Coordinator IT Project Coordinator Kennesaw, GA I am a highly motivated self-starter who communicates well with others through oral and written communication skills. I work to resolve, manage, and maintain hardware and software issues impacting end users and productivity. Work Experience IT Project Coordinator Verizon - Alpharetta, GA May 2019 to July 2019 Managed the deployment and support of the company's hardware and IT inventory. . Managed IT related vendor relations, and ensured they were properly executed. Responsible for installing 600 units as part of a refresh project. IT Hardware Coordinator (Contract Position) Safe Guard International - Atlanta, GA September 2018 to December 2018 I was responsible for relocating over 200 users to a new location with complete new hardware installation and adjustable desk setups. As acting project lead, I managed four employees, and was able to complete the project two weeks ahead of the scheduled completion date. Supported 200+ users, via the Manage Engine ticketing system, with hardware related issues, Windows 7 and Windows 10 configurations. Using Symantec Ghost imaging software to re-image laptops from a dedicated server. Troubleshooting network issues on Cisco switches. Desktop Support Specialist (Contract Position) City of Atlanta - Atlanta, GA May 2018 to July 2018 I was part of a team working to restore the city of Atlanta government computer network after a ransom-ware attack. Re-imaging computers on a network of over 4500 users. Collecting data to form detailed reports in Excel spreadsheets. Updating operating systems and insuring users can connect to the network. Updating security measures to protect the network from future attacks. Software Support Specialist Wolters Kluwer - Kennesaw, GA December 2017 to February 2018 Software Support; Tier 2 (Contract Position) Implemented moderate to complex software problem resolution through phone, ticket, email and remote support. Assisted customers with standalone and network installation of tax & accounting software through remote connections. Achieved resolution of database and scripting errors in the software products with custom scripts and team efforts. Executed diagnosis and repairs to customer systems via TeamViewer. Executed telephone support and call tracking through the Avaya system, and documented support resolution through Salesforce software. Technician/ Networking Intern KMD Computer Service - Atlanta, GA January 2016 to September 2017 Installed, upgraded, repaired, and diagnosed

hardware and software. Performed imaging and periodic backups. Also, troubleshooting printer issues, and user connectivity to the network. Created users and assigned permissions. Completed troubleshooting and configuration of Windows OS 7, 8.1, 10 Educated end users about company policy as it pertains to using company computers. Computer Shop Manager/ Computer repair tech KMD Computer Service - Atlanta, GA November 2014 to January 2016 Responsible for the initial in-take and diagnosis of customer computers in the retail location. Maintained good customer relations while working with the technicians to provide minimal turnaround times on computer repairs for customers. Performed screen replacements on Macs and PCs, memory upgrades, virus cleaning, password resets. Also, replaced power supplies and other hardware components on desktop and laptop computers. I was responsible for troubleshooting and repairing software issues in Windows 7 and Windows 10 computers. Education Bachelor of Science in IT-Security Western Governors University 2020 Certificate Atlanta Technical College 2016 Associates Degree in Information Technology Kaplan University 2012 Skills Comptia A+, Network+, Linux+ (2 years), Help Desk, Linux, Desktop Support, Tech Support, Technical Support, Windows, Active Directory, Networking, VMware Certifications/Licenses Linux+ September 2018 to Present LPIC-1 System Administrator Network+ June 2017 to June 2020 Computer Networking A+ Certified November 2017 to November 2020 CompTia A+ Certified CIW Web Design Specialist November 2018 to Present HTML5, CSS CCNA Routing and Switching April 2019 to April 2022

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