

Repair Technician Repair Technician Memphis, TN Authorized to work in the US for any employer

Work Experience Repair Technician Kelly Service FedEx - Collierville, TN April 2019 to Present

Diagnose, Repair, Update & Test Motorola MC9500 model handheld devices. Courier & Delivery Driver R-Dent Dental Laboratories - Bartlett, TN March 2018 to May 2019 Package, organize, deliver. Repeat. Sales Associate GAME X CHANGE - Bartlett, TN August 2017 to May 2018 Assist customers with locating and making purchase Assist customers with trade in of various media, electronics & accessories Provide information to customers to assist with purchase Form a familiarity with individual customers ???????Interface with customers regarding news and history of Media and Video Games Organization of goods in and on shelves and drawers Maintain cleanliness of store Sweep & vacuum Clean glass and wooden surfaces Collect and take out trash Process and file away inbound goods Clean out resurfacing device Assist with Store close, counting Till, Petty Cash & Deposit Calculate sales cash and credit Report statistics to management nightly IT Systems Specialist The Salvation Army - Memphis, TN March 2016 to May 2017 Responsibilities maintaining multiple servers and virtual machines. Install, configure and troubleshoot Citrix Clients for end users. Deploy and configure IBM/Lotus Notes clients to machines specific to user. Manage User ID's and assist users with password recovery for IBM Notes. Creating, deleting or modifying permissions and roles for user accounts Troubleshoot and repair wired and wireless networks. Install or uninstall computer and AV equipment as needed. Perform routine maintenance & tune ups on client machines. Travel to other sites as needed. Assist IT HQ with equipment and/or software upgrades and role outs. Repair, maintenance or upgrade end user machines as needed. Operate inside a multi-OS environment, OSX, Windows & Linux Monitor network activity via Cisco Meraki system Achievements and Merits Built & maintained a fresh and organized inventory of all IT and A/V related equipment with Excel Networked with 3rd party vendors and other IT departments within the organization. Made IT management decisions with assistance of interim IT manager and other department managers. Learned to operate UC560 VOIP server and add or modify phone extensions as needed. Freelance Computer Technician Self Employed - Memphis, TN 2006 to March 2016

Responsibilities    Install, configure, and manage security software    Install or Repair Operating Systems    Troubleshooting Computers    Customize desktop to user preferences    Hardware upgrade and repair for both Desktops and Laptops    Remote Desktop Support via LogMeIn & LogMeIn Ignition    Perform Site Surveys    Install and test Hardware and Security Devices Repair Contractor AppleOne - FedEx TechConnect - Collierville, TN December 2014 to July 2015 Responsibilities    Diagnose, Repair, Update & Test Motorola MC9500 model handheld devices. Laptop Repair Technician Flextronics - Memphis, TN May 2014 to November 2014 Responsibilities:    Accurately diagnose laptop    Disassemble laptop    Replace internal components    Reassemble laptop    Test laptop to verify successful repair    Upgrade/Update or Re-install software, BIOS & OS as needed    Perform visual post-repair inspection of the laptop Federal Student Work-Study ITT Tech - Cordova, TN August 2012 to February 2013 Responsibilities    Network & Computer Support

- o Ensure all network devices are enabled and working properly    Software & Operating System Installation & Maintenance
- o Troubleshoot & Repair problems on local machines
- o Install & Configure operating systems    Student Technical Support
- o Troubleshoot and Resolve Technical Problems
- o Assist students with accessing network resources
- o Maintain Active Directory Users and Groups for Students IT Security Analyst Cummins Inc. - Memphis, TN October 2011 to May 2012 Responsibilities    Access Control
- o Provide software access to employees and customer (as needed)
- o Manage and edit accounts for employees and customers
- o Administrate Company Developed and 3rd Party software    Project Management
- o Develop proposal for project
- o Coordinate with project team leaders and members
- o Develop a project plan
- o Commit to the plan in a time efficient manner Federal Student Work-Study ITT Tech - Cordova, TN January 2011 to October 2011 Responsibilities    Network & Computer Support
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- o Install & Configure operating systems    Student Technical Support
- o Troubleshoot and Resolve Technical Problems
- o Assist students with accessing network resources
- o Maintain Active Directory Users and Groups for Students Education Information Systems Security (Bachelor) in Applied Sciences ITT Tech - Cordova, TN 2011 to 2013

Computer Networking Systems (Associate) in Applied Sciences ITT Tech - Cordova, TN 2009 to 2011 High School Diploma in High School Gateway Christians Schools - Memphis, TN 2005 to 2009 Skills Linux (2 years), Windows Xp (6 years), Windows 7 (6 years), Windows 8 (3 years), Mac OS X (2 years), Windows 10 (1 year), Windows Server 2008 (1 year), Driver, Driving, Microsoft Word, Microsoft Office, Help Desk, Desktop Support, Active Directory, Customer Service Skills, Customer Service Links <https://www.linkedin.com/pub/james-meredith/44/145/224>

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