Tier I Helpdesk Tier I Helpdesk Tier I Helpdesk - Zonar Systems Seattle, WA Experienced Analyst with a demonstrated history of working in the information technology and services industry. Skilled in Escalations Management, Task Management, Data Migration, Remote Support, and Quality Assurance to name a few. Work Experience Tier I Helpdesk Zonar Systems August 2017 to Present Offer IT support for Windows, Microsoft Office, and a variety of hardware and software issues from the end user. Pinpoint recurring technical issues and present solutions to address the root of the problems. Data collection and data entry for root analysis. I.T. Support Engineer I Merge IT Solutions May 2017 to August 2017 Served onsite at Philips in Bothell. Provided hardware and some software support for HP PC's. Security Specialist Security Industry Specialists July 2015 to March 2017 Conducted routine checks at all access points and performed various security duties (badges, escorting). Tier 1 Helpdesk Analyst Starbucks September 2016 to February 2017 Answered phone calls from users that were experiencing difficulties with their technology at work. Contracted by Apex Systems. I.T. Support Technician (Intern) Expedia, Inc February 2016 to July 2016 Lended a hand with eIT's daily operations. Gained a great foundation and developed important skills. Education Bellevue College 2015 to 2016 Informational Technology Highline College 2015 to 2016 Skills Troubleshooting, Technical Support, Desktop Support, Help Desk, Active Directory, Remedy

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