

IT Support Analyst IT Support Analyst IT Support Analyst Hazel Crest, IL Seeking a full-time position to build on experiences and make a great contribution with creative and problem solving abilities in a team-oriented environment Work Experience IT Support Analyst Verizon Wireless - Chicago, IL January 2017 to June 2018 Built and installed PCs, telephone systems, wireless networks and peripheral devices including but not limited to printers, scanners, mobile/smart phones that are related to desktop infrastructure, in accordance with department standards Identified, logged, resolved technical problems with software applications or network systems and migrated servers in Windows 7 and Windows 10 environment Identified opportunities, potential changes and system improvements to present to senior team leaders for consideration and implementation Ensured work was carried out within agreed service levels, and in accordance with department guidelines Maintained client databases with up to date solutions and clear record of activities while assisting clients with technical issues Troubleshoot client PCs, laptops, messaging, and supporting wireless and VPN clients Created, updated, and distributed reports of progress to senior leadership Inventory Specialist Verizon Wireless - Chicago, IL June 2017 to September 2017 Installed inventory management software and hardware Conducted weekly cycle counts of inventory based upon computer monitored suggested re-order listings Provided back up for customer service representatives when needed Resolved inventory discrepancies, problem orders and intercompany transfer issues Trained new employees on the operation and use of inventory software Performed multiple task in a fast paced environment Desktop Support Analyst T-Mobile, Inc - Chicago, IL January 2015 to January 2017 Provided technical assistance and customer support for incoming queries and issues related to computer systems, software, and hardware Used ERP systems to increase business efficiency Installed, modified, and repaired computer hardware and software Resolved technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems Installed computer peripherals for users Utilized ticketing systems such as Remedy to track and manage end user requests, and escalating them if needed Troubleshoot and configured POS (Point of Sale Devices) devices Security Hollywood Casino - Tinley Park, IL July 2016 to September 2016 Provided security around the perimeter of the amphitheater and inside

the venue   Resolved issues customers had with security   Trained new security personnel on standard operating procedures   Operated over 60 surveillance cameras to monitor interior and exterior public areas and entrances   Called police or fire departments in cases of emergency, such as smoking and loitering   Nursing Assistant   Governors State University - Flossmoor, IL   June 2013 to September 2013   Provided care for elderly people at nursing home   Guaranteed satisfactory care and resolved any complaints   Assessed vitals, noted information, and reported major changes to nursing staff   Collaborated effectively with interdisciplinary team to carry out doctor's orders and optimal treatment   Bathed and groomed patients, changed bedding, and provided basic patient care   Complied with HIPAA standards in all patient documentation and interactions   Education   Bachelor of Science in Computer Science in Computer Science   Chicago State University at - Chicago, IL   August 2011 to May 2018

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