Technical Support Analyst Technical Support Analyst Morgantown, WV Work Experience Technical Support Analyst WEST VIRGINIA JUNIOR COLLEGE - Morgantown, WV February 2018 to Present

Handle technical issues with both students and employees   Assist in maintaining Online Campus functionality   Structuring newly developed courses to match format of all other courses   Proctor for PearsonVue certifications IT Technician West Virginia Junior College - Junior, WV January 2017 to August 2017   Computer hardware/software maintenance   Windows database server maintenance   Network maintenance Security Technician Morgantown Security and Fire September 2015 to January 2016   Installation of security systems   Device replacement   Prewiring Produce Clerk Kroger - Morgantown, WV July 2015 to September 2015   Stocking produce as needed Making sure no produce has gone bad   Basic customer service Education Associate in Information Technology West Virginia Junior College - Morgantown, WV February 2016 to August 2017 Skills Server management, HTML, Computer Repair, Microsoft Access, Network Management, Tech Support Certifications/Licenses CompTIA A+ November 2016 to November 2019 CCENT June 2016 to September 2019 CCNA Routing and Switching September 2016 to September 2019 Additional Information Skills Highlight Microsoft Office Proficiency Windows Server Proficiency Basic HTML Web Design Knowledge Routing and Switching Proficiency Typing Speed-70 WPM   Computer Skills Summary   Build websites Manage computer networks   Build computer systems Diagnose and troubleshoot issues   Perform computer maintenance Advise online security/privacy issues Manage databases Build, network, and manage servers   Windows Operating System Microsoft PowerPoint / Presentations Microsoft Word / Word processing Microsoft Access / Databases

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