

Helpdesk Technician Helpdesk Technician Kennebunkport, ME Be part of a team to further my IT experience. Work Experience Helpdesk Technician Sweetser July 2016 to Present Installs and performs major repairs to hardware, software, and peripheral equipment, following design or installation specifications; confers with Support Technician III on complex installations and/or issues. Responsible for CISCO phone setup and troubleshooting Responsible for all desktop virtual setups Document all support issues in ticketing system. Escalate critical open issues to ensure that the delivery of care to Clients is not compromised. Establish initial user profiles and logins, IP addresses and remove disabled user accounts. Image installation & deployment Provide computer/phone training on an ad-hoc basis on such applications to current employees. Setup/Maintain Print Server appliances. Troubleshoot network connectivity issues. Patch equipment in network switches. Provide on-site support and training for office changes/moves. February 23- June1, 2016 Citi Financial Loss Mitigation Specialist Creating and executing plans / strategies and establishing guidelines for overdue due accounts Customer support, collections of past due accounts, compliant account solutions and successful account loss mitigation. Network Administrator System Engineering October 2014 to January 2015 Support and maintain LAN/WAN infrastructures at customer locations. Assist Network Engineers in repair and deployment of network infrastructure devices. Set up, configure and support internal networks. Develop and maintain all systems, applications, security and network configurations. Recommend upgrades, patches, and new applications and equipment. Install and support specific client applications. Monitor and troubleshoot of LAN/WAN system performance and resolving network issues. Coordinating technical, client staff and vendors to ensure effect implementation of new or enhanced system or system software. Field service technician Helpful Computer Consulting February 2007 to August 2014 Help maintain customer computer desktops and server systems which will include documenting and prioritizing end-user help requests. Install, diagnose, repair and upgrade all hardware while ensuring effective performance. Extensive knowledge of PC hardware and components Ability to troubleshoot PC hardware and software related problems Configure server 2003, 2008, and 2011 Experience configuring, and troubleshooting networks and network

problems. Experience and ability to install and configure Exchange 2008 and 2011 Support and setup of smart phones and tablets VPN configuration and support Project management of server installs, data migration, network configuration, and domain setups Backup configurations MSP provider Education High school or equivalent Skills Windows 7, Networking, Windows, Active Directory, Technical Support, Windows 10 (2 years) Military Service Branch: USAF Service Country: United States Rank: E-3 February 1989 to February 1993 Security Police Certifications/Licenses A+ MCPS: Microsoft Certified Professional MCSA

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