Desktop Support Intern Desktop Support Intern Desktop Support Intern Prescott Valley, AZ Diligent Electrical & Instrumentation Technology major currently attending Yavapai College, with 6+ years of work experience. Aiming to leverage a proven knowledge of desktop technology, end-user support, and preventive maintenance skills to successfully fill the I.T. Support role at your company. Frequently praised as hard-working by my peers, I can be relied upon to help your company achieve its goals. Work Experience Desktop Support Intern JUST TECH - Bethlehem, PA May 2017 to November 2017   Provided excellent desktop support for remote customers which allowed them to successfully help their nonprofit clients.   Created easy to understand and apply technical instructions for complex computer software that allowed clients to feel self-sufficient and perform their duties more efficiently.   Added/removed users to the email server and network infrastructure which granted users access to their files and applications.   Backup and verify client Azure backups to ensure that sensitive data was being protected and accessible.   Perform data backups and disaster recovery operations.   Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.   Plan, coordinate, and implement network security measures to protect data, software, and hardware. Configure, monitor, and maintain email applications or virus protection software. Mobile Technical Support U.S. ARMY - Shaw AFB, SC January 2014 to December 2015   Provided mobile desktop support on various devices ranging from Mac, Blackberry, Windows and network devices which allowed the Commanding General to work reliably from anywhere including in austere environments.   Managed user accounts that allowed the Commanding General and his staff to have access to their emails and files all around the world. Local Area Network Administrator U.S. ARMY - Fort Huachuca, AZ June 2010 to December 2013   Managed a mobile Local Area Network which allowed Military Officers and staff to make calls and have access to secure a network, which allowed them to Lead their soldiers anywhere in the world.   Lead a seven-person team that consistently outperformed other teams in command satisfaction when it came to network performance and uptime.   Analyze network data to determine network usage, disk space availability, or server function.   Configure security settings or access permissions for groups or individuals.   Configure

wide area network (WAN) or local area network (LAN) routers or related equipment.   Identify the causes of networking problems, using diagnostic testing software and equipment.   Install and configure wireless networking equipment.   Install network software, including security or firewall software.   Install new hardware or software systems or components, ensuring integration with existing network systems. Education A.A.S. in Electrical & Instrumentation Technology Yavapai College - Prescott, AZ May 2021 A.A.S. in Computer Networking Lehigh Carbon Community College - Schnecksville, PA May 2017 Bachelor's in Computer Information Systems CUNY John Jay College of Criminal Justice - New York, NY 2016 Skills Active directory, Exchange, Linux

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