

Service Desk Analyst Service Desk Analyst Service Desk Analyst - WellStar Health System
Norcross, GA Work Experience Service Desk Analyst WellStar Health System February 2018 to July
2018 Apply computer skills to resolve or elevate hardware/software issues Create 25-30 tickets
per day in ticketing system Guide users via over-the-phone support Security Officer ProTect
Security, LLC July 2017 to February 2018 Secured and patrolled residential apartment buildings
Troubleshooting errors in security system Sales Call Analyst CallRail January 2017 to March 2017
Analyzed and collected customer feedback for estimation of Sales leads Website Designer
LoveCircle June 2014 to August 2015 Copy-editing using HTML5 and CSS IT Analyst Mindful
Community Institute October 2013 to June 2015 Troubleshooting Windows OS and computer
hardware User account administration using Active Directory Kept track of resolution procedures
in Central Knowledge Base Use of Access to maintain customer records Education Bachelor of
General Studies in General Studies Georgia Southern University 2018 Skills CSS (1 year),
DREAMWEAVER, HTML5 (1 year), CUSTOMER SERVICE, INDESIGN Additional Information
SKILLS Customer Service Windows OS Troubleshooting Microsoft Office Troubleshooting
Adobe CS (Photoshop, InDesign, Dreamweaver, Fireworks, Premiere Pro) Data Entry HTML5,
CSS

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