

IT Installer - Project IT Installer - Project Information Technology and Customer Service Professional  
Oshkosh, WI Focused and driven IT Professional with over five years' experience Worked in a  
Help Desk environment Experienced in Windows security and configuration Experienced in  
imaging computers Performed troubleshooting of Microsoft Office Suite Repaired and installed  
computers for current and new users Worked with creating and maintaining networks Performed  
server administration Superior customer service skills with almost 20 years' experience  
Experienced in leading a team Experienced in working in a team environment Ability to work  
independently and handle multiple responsibilities at once Authorized to work in the US for any  
employer Work Experience IT Installer - Project Sedona Technologies/IBM - Central/Northern  
Wisconsin and Upper Michigan February 2019 to May 2019 Removed old UPS battery packs and  
replaced with a new one (UPS unit stayed; only battery pack was replaced) Uninstalled current  
desktop computed and replaced with a new one (Windows 7 to Windows 10) Global Service Desk  
Analyst - Contractor Brooksource/Foot Locker - Oshkosh, WI August 2018 to February 2019 Worked  
in a helpdesk environment Answered calls to assist end users Performed troubleshooting both  
remotely and in person Used TeamViewer to remotely fix end user's issues Imaged devices to  
either fix or setup for new employees Repaired desktops and laptops Performed troubleshooting of  
Microsoft Office Suite Assisted with O365 rollout Created knowledgebase articles and training  
guides Used ServiceNow ticketing system Led all contractors and performed weekly one on ones  
Assisted with interviews and hiring decisions for all new contractors Worked with Windows and Mac  
operating systems IT Installer - Project Sedona Technologies/IBM - Central/Northern Wisconsin and  
Upper Michigan February 2018 to June 2018 Uninstalled old laptops and installed new ones  
(Windows 7 to Windows 10) Uninstalled old printers and installed new ones (Network and local)  
Installed locks on Network Cabinet doors Assistant Coach Hibbett Sports - Wausau, WI May 2017 to  
December 2017 Led team with superior customer service Assisted team in reaching sales goals  
Coached team members on sales and customer service Performed merchandise resets  
Consolidated and rearranged product to ensure each fixture was full Interviewed and trained new  
team members IT Installer - Project Sedona Technologies/IBM - Eastern Upper MI/Eastern WI

February 2017 to May 2017 Uninstalled current ABU and installed with a new one (Cradlepoint)  
Uninstalled current printers and installed new ones (Network and local) Presentation Manager  
ShopKo - Stevens Point, WI November 2016 to January 2017 Performed merchandise resets  
Ensured all displays were correct per planar Delegated tasks to associates Filled stock Cashiered  
Helpdesk Technician Paradise Solutions - Stevens Point, WI June 2016 to August 2016 Performed  
various helpdesk tasks IT Installer - Project Sedona Technologies/IBM - Northwestern Wisconsin  
March 2016 to June 2016 Uninstalled current desktops and installed new ones Uninstalled current  
printers and installed new ones (Network and local) Replaced entire UPS unit Insights Analyst  
Bound By Blood - Appleton, WI April 2013 to April 2014 Ran Facebook ad campaigns for the brand  
(Facebook) Posted merchandise photos on social media (Facebook, Instagram, Twitter) Analyzed  
the reach and marketed to gain new customers (Facebook Analytics) Assisted with new design  
ideas Assisted with website, Facebook and Instagram content Student Ambassador/Tour Guide  
Fox Valley Technical College - Appleton, WI January 2013 to January 2014 Gave tours of the  
school to prospective students and their families Answered any questions prospective students and  
their families had Helpdesk and Desktop Support Intern Fox Valley Technical College - Appleton, WI  
July 2013 to December 2013 Installed over 100 desktops and monitors (many were dual monitor  
stations) to various computer labs and classrooms Installed network cabling Performed hard drive  
ghosting for hard drive donations Inventoried all old equipment and prepared for donation  
Education Associate of Applied Science in Information Technology - Network Systems  
Administration Fox Valley Technical College - Appleton, WI December 2015 Associate of Applied  
Science in Information Technology - Computer Support Specialist Fox Valley Technical College -  
Appleton, WI May 2014 Skills Customer Service (10+ years), Call Center (5 years), Customer Care  
(10+ years), CSR (10+ years), Customer Support (10+ years), Microsoft Office (10+ years),  
Hardware Support (6 years), Software Support (6 years), ServiceNow (Less than 1 year), Server  
Administration (2 years) Links <https://www.linkedin.com/in/cjcrane> Awards Dean's List I was on the  
Dean's List every semester at Fox Valley Technical College Assessments Organizational Skills  
Highly Proficient July 2019 Arranging and managing information or materials using a set of rules.

Full results: [https://share.indeedassessments.com/share\\_assignment/zdvslcjhct4qf5s2](https://share.indeedassessments.com/share_assignment/zdvslcjhct4qf5s2) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Groups Heartbound Greyhound Adoption - Board Member Helped with greyhound meet and greets Discussed greyhound adoption with potential adoptees Discussed and voted on any group changes Habitat for Humanity Helped build homes with Habitat for Humanity

Name: Tara Fuller

Email: [michaelsutton@example.org](mailto:michaelsutton@example.org)

Phone: (384)324-7613x2256