

IT Technician IT Technician IT Technician Minooka, IL Work Experience IT Technician  
RESPONSIVE NETWORK SERVICES - Oswego, IL March 2018 to April 2018 Excellent customer  
service skills. Daily travel between customer sites. Proficient with PC troubleshooting and repair.

Ability to properly configure local and network printers. Experience racking and cabling server  
cabinets. Active note-taking skills, including mileage logs. Experience with LogMeIn.

INTELIQUENT - Chicago, IL October 2017 to November 2017 Assisted Network Operations Center  
(NOC) technicians with daily workload. Transcribed customer issues into an internal ticketing  
system. Traced call logs for problematic telecommunication issues through Empirix. Monitored  
system maintenance requests and escalated for approval. Expedited new requests, so that the

customer received a response as quickly as possible. Help Desk/Level 1 Network Administrator

DELL SERVICES FEDERAL GOVERNMENT - Batavia, IL October 2016 to April 2017 Experience  
with Windows, Mac OS X, and Ubuntu terminals as well as PuTTY. Novice Linux experience Basic  
network admin experience, including cabling. Ability to create user accounts, inboxes, and mail

lists, as well as monitoring and troubleshooting said accounts through Active Directory. Routing  
tickets for both scientific and administrative departments via Service-Now ticket system, phone,  
voicemail, and email. Daily face-to-face customer service and tech assistance. Mediating with

Computing Division departments to determine the best course of action and applying it to goals and  
requests. Knowledge of Remote Desktop and Bomgar (screen sharing) to resolve user issues  
remotely. Preparing and monitoring the use of loaner systems and other assets issued to users.

Experience with Microsoft Exchange. On-call duty every three weeks. Dispatcher URGENT

COURIER INC - Oswego, IL May 2016 to August 2016 Proficient in routing couriers with the use of  
Digital Waybill. Constantly monitoring traffic and suggesting the fastest route for our couriers.

Comfortable in a fast-paced environment. Many of the medical samples ready for transport have a  
short lifespan. These orders have a small window in which the sample will become unusable.

Reassigning drivers or adjusting routes calls for quick thinking. Dispatchers will sometimes have to  
think outside of the box. Communicating with clients daily requires excellent customer service

skills. Logistics Supervisor VINTAGE TECH / KUUSAKOSKI - Romeoville, IL August 2013 to

December 2015 Responsible for the daily coordination and cost effective scheduling for all inbound and outbound loads. Knowledgeable in Microsoft Office applications. Ensure schedule communication at the facility level is timely and accurate. Create, communicate and provide BOL's (Bills of Lading) prior to pickups. Ensure timely communication of all SOW's (Statements of Work) to the facilities prior to pickups. Ensure local loads are coordinated to optimize truck utilization. Review current workloads at facilities to insure pickups were to deliver to a facility that has the capacity to process material prior to scheduling shipments. Technical Support Representative SUPPORT TECHS - Aurora, IL May 2011 to January 2013 Monitored and diagnosed enterprise level network equipment. Worked directly with on-site technicians during installation and repairs. Configured various routers and network storage devices. Assisted customers with end-user product configuration and care. Remained current and knowledgeable with new products including: tablets, phones, networking devices, and computers. Proficient in PC building, troubleshooting, and repair. Education JOLIET JUNIOR COLLEGE - Joliet, IL 2007 to 2009 MINOOKA COMMUNITY HIGH SCHOOL - Minooka, IL 2000 to 2004

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