

MSP / NMSP Technician MSP / NMSP Technician Janesville, WI Authorized to work in the US for any employer Work Experience MSP / NMSP Technician KC Computers / Computers Nationwide - Whitewater, WI July 2018 to Present Train end users and other employees on systems Manage and provide support for technical calls, emails and support tickets Patch management and security services and backups on Windows platforms Setup and deploy workstations, servers, networking and other equipment for numerous business Independent IT consultant Janesville, WI July 2012 to Present IT Tech Specialist Diagnose, troubleshoot, upgrade, and repair Windows and Mac computers; Setup and maintain home and business networks; Train and support clients on a variety of technologies via phone, email, and face to face. Provide hardware modification to client needs, including custom builds, notebook screen replacements, etc. Maintain, service, and support both Windows server and VMware environments. Document and maintain detailed notes, protect client data, and record transactions. Stay educated on emerging technologies to provide better solutions to clients. MSP Network Engineer / Help Desk The Computer Center - Janesville, WI April 2016 to April 2018 Design and implement network solutions for a wide array of businesses Manage and provide support for technical calls, emails and support tickets Patch management and security services and backups on Windows platforms Setup and deploy workstations, servers, networking and other equipment to multiple business Web Administrator Auzgaming.com - Tucson, AZ December 2014 to April 2016 Provide support for a base group of over 3000 registered users. Ensure support tickets are answered in a timely fashion and for optimal user satisfaction. Troubleshoot, service, and update Windows Server environments to better facilitate an enhanced gaming environment. Provide limited technical assistance when necessary. Education Certification University of Wisconsin - Janesville, WI September 2013 to Present Diploma Parker High School - Janesville, WI July 2012 Skills Documentation (4 years), Help Desk (3 years), IT Specialist (8 years), Information Technology, Desktop Support (3 years), Computer Repair, Network Support Assessments Basic Computer Skills: PC Expert April 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/zqar5m2ukw-3-p8z

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